

PROJECT DESIGN PHASE -II

CUSTOMER JOURNEY

TEAM ID	PNT2022TMID42437
PROJECT NAME	Hazardous Area Monitoring for Industrial Plant powered by IoT
MAXIMUM MARKS	4 marks

Template

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use the map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Overall comments

Product School

Show template feedback

Document an existing experience

Review your flows to specific scenarios or process within an existing product or service. If the Steps below document the existing process, consider a typical experience, then add details to each of the other rows.

STEP 1

Boarding, docking, refueling, and arriving at final destination

Entice

How does customer relate to experience? (What's the hook?)

Enter

What happens when customer enters? (How do they get in?)

Engage

What does customer do in the process? What happens?

Exit

What can customer do after the experience? (What's the next step?)

Extend

What happens after the experience? (What's the next step?)

<p>Steps</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Entice</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Enter</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Engage</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Exit</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Extend</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>
<p>Interactions</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Entice</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Enter</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Engage</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Exit</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Extend</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>
<p>Goals & motivations</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Entice</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Enter</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Engage</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Exit</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Extend</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>
<p>Positive moments</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Entice</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Enter</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Engage</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Exit</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Extend</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>
<p>Negative moments</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Entice</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Enter</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Engage</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Exit</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Extend</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>
<p>Areas of opportunity</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Entice</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Enter</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Engage</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Exit</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>	<p>Extend</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p> <p>What are the main steps in the process? (What's the flow?)</p>