igauge+ USER JOURNEY

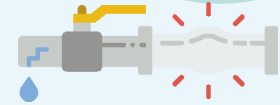| STG	Current Problem	Pre-Order	Installation	Synchronizing	Monitoring	
Thinking	• Undetected leakage in pipe • Unmonitored pressure	I should install the tool to monitor my pipe	How I install the tool ?	How can I monitor it ?	How is my pipe condition ?	Ouch!! The pressure is abnormal
Doing	• **Find igauge+ in PDAM's website.** • **Call customer service.** • **Ask to PDAM employee.**	• **User contact customer service** • **User order via website PDAM** • PDAM contact user to inform the acceptance and installation	• **User make installation schedule** • PDAM install the tool in user's pipe	• PDAM give the engine's serial number • **User sign in using serial number, email or phone number**	• **Monitor the condition every time** • **Check notification** • **Check pressure chart**	• **User get notification from apps** • **User contact customer service** • PDAM inform user and schedule to repair the pipe	• PDAM inform user that pipe has been repaired • **User check pipe condition and give done report**
Touchpoint	• Website PDAM • PDAM office • Customer service		• Customer service • Email notification	• Website igauge+ • apps	• Igauge+ dashboard • apps	• Customer service • In-app report	In-app report
Feeling	☹	😮	😊	😊	😊	☹	😊