

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	<div data-bbox="561 202 746 309">Work with a feel secured Environment and ensure better occupational health</div>	<div data-bbox="1008 165 1120 284">Entering mobile number/email and set up password</div> <div data-bbox="1152 253 1264 360">Then Verify the mobile no/email/gmail by entering OTP.</div> <div data-bbox="1295 165 1407 284">Connect Gmail account and set up password</div> <div data-bbox="1471 196 1583 316">Read & accept the privacy policy</div>	<div data-bbox="1694 202 1790 309">Login by entering the User ID and the password</div> <div data-bbox="1822 202 1918 309">Go through the Instructions</div> <div data-bbox="1966 202 2062 309">Watch the tutorial video on the app</div> <div data-bbox="2109 202 2205 309">Configure the app related to your usage of the product</div> <div data-bbox="2253 202 2349 309">Customize your account</div>	<div data-bbox="2684 202 2875 309">Share to other industrialist or to the person who need this product</div>
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div data-bbox="434 417 529 524">Needs a monitoring system for the gas flow</div> <div data-bbox="609 417 705 524">Ensures workers safety</div> <div data-bbox="753 417 849 524">Helps to avoid the explosions due to gas leakage</div>	<div data-bbox="1008 417 1104 524">Giving their personal data</div> <div data-bbox="1168 417 1264 524">Feel wants to use a demo of the product</div> <div data-bbox="1327 417 1423 524">Fear of Forgetting the password</div> <div data-bbox="1487 417 1583 524">May fear about the policy</div>	<div data-bbox="1806 410 1902 517">Its help me to get my job done</div> <div data-bbox="1966 410 2062 517">Why the tutorial is so long or confused?</div> <div data-bbox="2109 410 2205 517">Needs a Help</div>	<div data-bbox="2620 404 2748 536">It helps the other Industries to maintain their occupational health</div> <div data-bbox="2828 404 2955 536">Sharing this app, helps in protecting the environmental health also</div>
Touchpoint What part of the service do they interact with?	<div data-bbox="418 618 603 725">Through any Advertisements or Recommendations or via Social media.</div> <div data-bbox="715 618 900 725">If the user search for the solution, definitely He gets this product.</div>	<div data-bbox="1088 618 1184 725">Website</div> <div data-bbox="1232 618 1327 725">Mobile app</div> <div data-bbox="1375 618 1471 725">Terms & condition</div>	<div data-bbox="1678 618 1774 725">On Website/ mobile app</div> <div data-bbox="1822 618 1918 725">About the app</div> <div data-bbox="1966 618 2062 725">Help & support</div> <div data-bbox="2173 618 2269 725">User account Settings</div>	<div data-bbox="2636 618 2732 725">About the app</div> <div data-bbox="2844 618 2939 725">website link</div>
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	<div data-bbox="625 813 689 889">👍</div>	<div data-bbox="1264 807 1343 895">😊</div>	<div data-bbox="1966 813 2046 889">😞</div>	<div data-bbox="2732 807 2812 895">😄</div>
Backstage				
Opportunities What could we improve or introduce?	<div data-bbox="370 1040 938 1185">Increase by Explaining about the product on Industries & also Uploading contents on Social media</div>	<div data-bbox="1040 1040 1605 1185">Increase the opportunities by updating a preferred Sign up account from the User's feedback and explain</div>	<div data-bbox="1694 1040 2352 1185">For the User's support, We help the user in all the above process at the time of installation of the product</div>	<div data-bbox="2451 1040 3073 1185">Create Awareness about the Industrial Explosions and labours health. (This is not for our product only, its for the Labour's safety)</div>