

Journey Steps Which step of the experience are you describing?	Establish connection Problem arises. (A mechanical problem causes the assembly line to stand still)	Problem Analysis	Problem Solving	Case Review
<b>Actions - Frontliner 1</b> What does the customer do? What information do they look for? What is their context?	Frontliner established contact with expert (phone call). Headset is turned on. Connection with headset is established.	Frontliner shows the problem on camera. Information baseline is established. Frontliner is the experts eyes and hands	Frontliner takes measurements based on instructions. Measurement point is not labeled. With visual help, frontliner is able to take measurement. Problem requires technical manipulation to diagnose. Manipulation requires explicit, traceable approval. Manipulation approval is acquired. Further diagnosis: Problem is beyond scope of first expert. Second expert is added to call for a short period. Frontliner is able to fix machine. Problem solved.	
<b>Actions - Expert</b>	Video connection necessary. Almer headset are considered. Connection with headset is established.	Expert tries to identify the problem Information baseline is established. Expert inquires more precisely.	Expert instructs Frontliner on how to take measurements. Expert communicates exact location visually through headset. Manipulation requires explicit, traceable approval. Manipulation approval is acquired. Further diagnosis: Problem is beyond scope of first expert. Second expert is added to call for a short period. Problem solved.	Expert makes case review. Case review is signed and sent to customer.
<b>Actions - Manager</b>			Manipulation requires explicit, traceable approval. Manipulation approval is acquired. Problem solved.	Case review is signed and sent to customer. Customer receives case review
<b>Touchpoints</b> What part of the service do they interact with?	Smartphone Expert-Interface Headset	Screenshot Pointer tool	Annotation tool Screenshare tool Mail	Mail
<b>Needs - Frontliner 1</b> What does the customer want to achieve or avoid?	Quick problem resolution Need to have a quick connection to the expert Frictionless headset usage	No need to adapt behaviour for headset experience.	Need to have hands free to work. Need to be safe from harm. Need security through approval.	Immediate need for reporting issue. Need to learn to solve problem in the future
<b>Needs - Expert 1</b>	waste as little time as possible being contacted 24/7 for no reason need to use downtime effectively Need to connect easily to headset	get clear overview of situation Need to be able to do it by themselves	Frontliner should be trained and capable Need to have frontliner narrow down problem before call. Need to have clear image to see details. Need to have clear image to see details. Need to give easy permission. Need for important contacts to be known Need to be able to share call with others Need to have good audio quality	have a streamlined documentation process have case reports ready for future reference
<b>Needs - Manager</b>	limit loss of money employee satisfaction 24/7 service availability having no privacy concerns	Need to be kept in the loop.	lowering level of difficulty for repair work Need to be able to take action without approval from third parts.	Customer Satisfaction Clean and security stored documentation easily accessible reports and papertrail
<b>Emotion - Frontliner 1</b>	stressed because of his responsibility frustrated because of miscommunication shocked	Calmed through help of support angry at being commanded around	neutral happy impatient about waiting for approval frustrated at need for second expert happy thumbs up	
<b>Emotion - Expert 1</b>	confused because of miscommunication	happy neutral	neutral happy happy thumbs up	
<b>Emotion - Manager</b>	stressed because of Money loss	still stressed because of Money loss But is aware of Problemsolving process.	neutral happy grateful for quick help	
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	Starting call should be as seamless as possible	Expert understanding of problem can be greatly enhanced through headset. Information can be exchanged more quickly and precisely.	Procedure on previous remote service experiences. Preparation of case review during call downtime. repair can be instantly documented	Use generated media for review purposes Clips / annotated frames can be used for recurring problems. Recorded video can be consulted again.
<b>Possible pitfall points</b>	Glasses were not set up in advance Uncharged headset will render it inert. Failure to make quick connection will negate headset advantages internet unstable / unavailable	Working inside a cabinet interrupts connection Failure to make experience good for expert will lead to use of other platforms. Bad or false information could lead to further damage. Risk of miscommunication	no spare parts on site approval process can not be handled on call	log is too clunky to be of use