

**PROJECT PHASE II**  
**CUSTOMER JOURNEY MAP**



Date	11 NOVEMBER 2022
Team ID	PNT2022TMID35068
Project Name	Project - GAS LEAKAGE MONITORING AND ALERTING SYSTEM FOR INDUSTRIES
Maximum Marks	4 Marks

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
<b>OBJECTIVES</b>	Write a goal or activity	Gas Leakage detection systems protect personnel and the environment from potentially hazardous exposure to gas	The system comprises of sensors for detecting gas leak interfaced to microcontroller that will give an alert to user.	This detection system is to detect the leak of hazardous gas by sensors. These sensors will give an alarm.	The alarm will lead to take place the series of events.
<b>NEEDS</b>	Write a need you want to meet	Fire Hazard prevention	Harmful gas detection	Oxygen level measurement	Prompt gas level alerts
<b>FEELINGS</b>	Write an emotion you expect the customer have to	Happy about this solution	Embraced on the solution and promoted the good towards the project.	Happy	Encouraging and giving good feedback to solution
<b>BARRIERS</b>	Write a potential challenge to your objective	Higher officials	Commercial companies	The gas is toxic in nature resulting in disturbance of human health.	These blasts are another disaster that everyone working in the industry is to avoid.