

CUSTOMER JOURNEY MAP

	STAGE 1	STAGE 2	STAGE 3	STAGE4	STAGES5
OBJECTIVES	Write a goal or activity	This system alerts the user from the environmental exposure to the harmful gases	This system comprises of sensors which alerts the micro-controller for the leakage of gases that will alert the user by displaying warning information.	Gas leakage detection is the process of detecting the environmental exposure of harmful gases and alerting the user by the notification	The alarm management system is the main role in this system that will notify the user in case of any gas leakage
NEEDS	Write a need that you want to meet	Hazardous gas leakage	Fire hazard preventing	Oxygen level monitoring	Prompts leakage alerts
FEEELINGS	Write an emotion that you expect from the customer	Happy for the solution	Using the system and feels no complexity	Happy and excited	Encourage the solution and giving good feed backs
BARRIER	Sad Write the challenges to your objectives	Higher officials	Company managements	Government towards this implementation	Harmful gases that may cause unconsciousness to the people