

CUSTOMER JOURNEY MAP

	STAGE - 1	STAGE - 2	STAGE - 3	STAGE - 4	STAGE - 5
OBJECTIVE	Frame a goal	This system protects the public and environment from hazardous of gas leakage	System consists of Mq2 sensor, when gas leakage detected buzzer is on and alert	To prevent further hazard the exhaust fan is turned on and gas leaked is sent out	Gas leakage alert , exhaust fan functioning and message alert intimation system
NEEDS	Note down the need you want to meet	Gas leakage hazard prevention	Hazardous gas detection	Exhaust fan operation, Wi-Fi module functioning	Efficient gas leakage alerts
FEELINGS	Note down the emotions expected from the customer	Satisfied about the solution	Happy about the solution and developing good involvement	Delighted and satisfied	Good feedbacks
BARRIERS	Write a challenge to your objective	Higher officials	Commercial companies	The toxic gases are very harmful for humans and also for environment.	Disasters caused by gas leakage are a threat for workers and the industry