

CUSTOMER JOURNEY MAP

Team ID	PNT2022TMID26860
Project Name	GAS LEAKAGE MONITORING AND ALERTING SYSTEM

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
OBJECTIVES	Write a goal or activity.	Gas leakage detection systems protect personnel and the environment from potentially hazards exposure to gases.	The system comprises of sensors for detecting gas leak interfaced to microcontroller that will give an alert to user whenever there is a gas leakage, display warning information by using liquid.	Gas leak detection system gas leak detection is the process of identifying potentially hazards gas leaks by sensors. these sensor usually employ an audible alarm to alert people when dangerous gas has been detected.	An alarm management system represents the series of actions asystem performs in an event of gas leakage.
NEEDS	Write a need you want to meet.	Fire hazard Prevention	Harmful gas detection.	Oxygen level measurement.	Prompt gas leak alerts.
FEELINGS	Write a emotion you expect the customer to have.	Happy about this solution.	Embrassed on the solution and promoted the good words towards this project.	Happy.	Encouraging towards this project and givinggood feedbacks.
BARRIERS	Write a potential challenge to your objective.	Higher officials.	Commercial companies.	The gasses are toxic in nature, resulting inhuman unconsciousness andeven death if consumed in large quantities.	Moreover, gaseous blasts are another disaster that everyone- working in a factory or at home –would want to avoid at Costs.

	Write how to create awareness.	Online ads and social media.	Television ads.	Newspaper.	Direct communication with industrialists and customer.
AWARENESS					
SERVICE	Write what all services are provided.	Provide warranty.	Help desk/chat.	Free Installation.	Free service for at least 1 year once.