PROJECT DESIGN PHASE – II CUSTOMER JOURNEY

Date	14 October 2022	
Team ID	PNT2022TMID16758	
Project Name	Gas Leakage Monitoring And Alerting System	

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Obsecting the leading of gas.	ESTITUTE Information in pagintum or without by organizing	To mined. As dialet to Great with the System or Miss by direct direct direct direct direct direct direct direct direct	Engages contribution the product they minigrate to colors these
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	To wold the thickes the cleares the cleares the cleares by the thickes of gas and gas	To have so and the source of t	Worked have to check against according to procedure	E pay non mon consecutive and particles to the particles of the tendency of the sendancy deep
Touchpoint What part of the service do they interact with?	Modition and opposes, an anneated with the last device	Website Adole in - stare application employees	Spreakers Samiglia Mabile Mobile/9c Violee restitudions	3 odal Calleboration media Nexosparers and plantoms Spannarship
Customer Feeling What is the customer feeling? Tip: Use the emaji app to express more emotions	8	•	•	66
Process ownership Who is in the lead on this?	In dustriallots	In du strialiots	workers	Industriales worke's