

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Date	13-10-2022
Team ID	PNT2022TMID16813
Project Name	Gas Leakage Monitoring and Alerting System
Maximum Marks	4 Marks

TIP
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.
















Customer experience journeymap

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Based on the inspiration of the following resources:
- [Service Design Thinking](#)
- [Service Design Thinking](#)
- [Service Design Thinking](#)
- [Service Design Thinking](#)

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div>OBJECTIVE</div> <div></div>	<div>Write a goal, or activity</div>	<div>Gas leakage detection systems protect personnel and the environment from potentially hazardous exposure to gases</div>	<div>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</div>	<div>Gas Leak Detection System Gas leak detection is the process of identifying potentially hazardous gas leaks by sensors. These sensors usually employ an audible alarm to alert people when a dangerous gas has been detected</div>	<div>An alarm management system represents the series of actions a system performs in an event of gas leakage.</div>
<div>NEEDS</div>	<div>Write a need you want to meet</div>	<div>Fire hazard prevention</div>	<div>Harmful gas detection</div>	<div>Oxygen level measurement</div>	<div>Prompt gas leak alerts</div>
<div>FEELINGS</div> <div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
<div>BARRIEARS</div> <div></div>	<div>Write a potential challenge to your objective</div>	<div>Higher Officials</div>	<div>commercial companies</div>	<div>The gasses are toxic in nature, resulting in human unconsciousness and even death if consumed in larger quantities</div>	<div>Moreover, gaseous blasts are another disaster that everyone working in a factory or at home-would want to avoid at all costs!</div>
<div>Positive moments</div> <div></div>	<div>Prevention of Gas leakage will save hundreds of lives in industries</div>	<div>Free home demo</div>	<div>This product can greatly spread through word of mouth</div>	<div>Knows that the predicted results are not always the same as the actual one</div>	<div>Graphical chart of the expense done</div>
<div>Areas of opportunity</div> <div></div>	<div>Provide a simple tutorial to understand its working</div>	<div>Interaction through other forms of media like printed media and news articles</div>	<div>Influential marketing like sending personalised ads</div>	<div>Making sure that the flaws of the app is set</div>	<div>Ratings and reviews</div>