

STAGES	AWARENESS	CONSIDERATION	DECISION	SERVICE	LOYALTY
CUSTOMER ACTION	View online add, see social media campaign near about from friends	large gas leakageor appliances may produce hissing noises,even if the appliances turned off	Gas leakage frame work is all about the strategic decision making ,it consistency across all of our statergic business decision technical.	Detect the presence of gassess such as methane and propane and notify the authorities in time for preventive ,measures to be taken	customer is to engage with and repeatedly from you versus your competitors
TOUCH POINTS	Fundamental to every organization with gas leakage is the increasing amount of data analytics and control of traffic	The type of gas leakage devices unique management interfaces ,varying network architecture,unpredictable network	Gas leakage decision ,technical	Gas leakage detect sensors , modules,software and others technologies	Technology understand how difficulty to identify and influence your most valuable customer
CUSTOMER EXPERIENCE	Predictive and productive	Security,Analytical,processor	Scalable, Multi channel, Agil	Frustrated	Satisfied ,excited
KPIS	Number of people, reached	New website, visitors	Conversation rate	Customer service, success rate	Retention rare, customer satisfication
BUSINESS GOALS	Increase awareness,Interest	Increase website rate	Increase customer rate	Increase customer, service satisfaction	Generate positive reviews, increase retention rate