

## **CUSTOMER JOURNEY MAP**

DATE	29.10.2022
Team ID	PNT2022TMID03956
Project Name	Gas Leakage Monitoring and Alerting System

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
<b>OBJECTIVES</b>	Write a goal or activity	Gas leakage detection systems protect the workers working in factory from accidents that occurs due to gas leakage	This system consist of sensors which are used to detect the gas leakage and these sensors are interfaced to microcontroller. When the gas leakage occurs this system will alert the user.	Gas leakage detection system is the process of identifying harmful gas leakage by using sensors. These sensor usually attached with an alarm to alert people when dangerous gas leakage has been detected.	An alarm management system represents the series of actions a system performs in an event of gas leakage.
<b>NEEDS</b>	Write a need you want to meet	Fire hazard prevention	Harmful gas detection	Oxygen level measurement	Prompt gas leak alerts
<b>FEELINGS</b>	Write a emotion you expect the customer to have	Happy about this solution	Happy about the solution. They give good reviews on the proposed solution.	Happy	Encouraging towards this project and giving good feedbacks.
<b>BARRIERS</b>	Write a potential challenge to your objective	Higher officials	Commercial companies	Some gasses are toxic in nature, resulting in human unconsciousness and even death if consumed in large quantities.	Moreover, blasts due to gas leakage are another disaster that everyone-working in a factory or at home –would want to avoid at any costs

	Write how to create awareness	Online advertisement and social media	Television ads	newspaper	Direct communication with customers
<b>AWARENESS</b>					
<b>SERVICE</b>	Write what at all services are provided	Provide warranty	Help desk/chat	Free installation	Free service for atleast 1 year