CUSTOMER JOURNEY MAP

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| DATE | **20 OCTOBER 2022** |
| Team ID | **PNT2022TMID02412** |
| Project Name | **Gas Leakage monitoring & Alerting system for Industries** |

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|  |  | **STAGE 2** | **STAGE 3** | **STAGE 4** |  | |
| **STAGE 1** |  | **STAGE 5** |
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| **OBJECTIVES** | Write a goal or activity | Gas leak detection systems protect people and the environment from potentially hazardous gas exposure. | The system is made up of sensors for detecting gas leaks that are linked to a microcontroller, which will notify the user whenever there is a gas leak and display warning information using liquid. | Detection of gas leaks sustem The process of detecting potentially hazardous gas leaks using sensors is known as gas leak detection. When a dangerous gas is detected, these sensors typically emit an audible alarm to alert people. | An alarm management system represents the sequence of actions that a system takes in the event of a gas leak. | |
| ***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 | Embossed on the solution and promoted the positive words about this project. | happy | Encouraging towords this project and giving good feedbacks. | |
| ***BARRIERS*** | Write a potential challenge to your objective | Higher officials | Commercial companies | The gases are toxic in nature and, if consumed in large quantities, can cause human unconsciousness and even death. | Furthermore, gaseous explosions are another disaster that everyone, whether at work or at home, would want to avoid at all costs! | |

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|  | Write how to create awareness | Online ads and social media | Television ads | newspaper | Direct communication with industralists and customer |
| ***AWARENESS*** |
|  |
| ***SERVICE*** | Write what at all services are provided | Provide warranty | Help desk/chat | Free installization | Free sevice for atleast 1 year once |