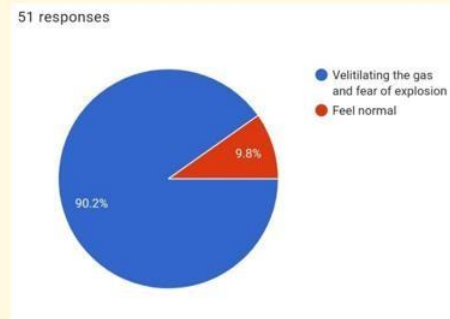


## Project Design Phase-II

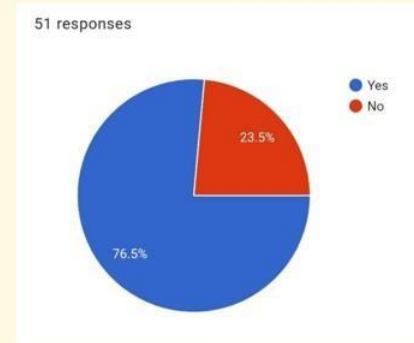
### CUSTOMER JOURNEY

Date	19 September 2022
Team ID	PNT2022TMID21380
Project Name	Gas Leakage monitoring & Alerting system for Industries
Project Team members	19D043 – LAILA B G 19D047 – MAHALAKSHMI C 19D070 – RAJI SANTHOSHI T G 19D117 – DURGA DEVI G

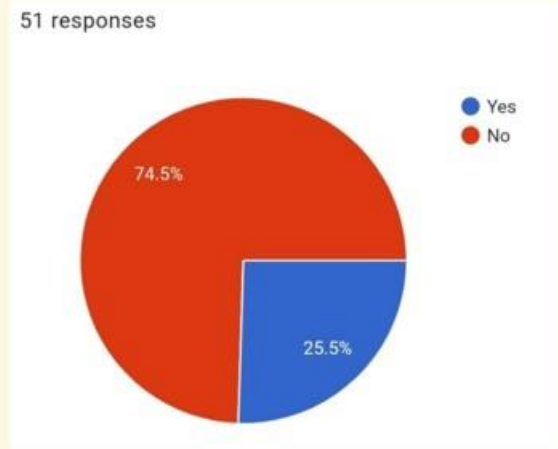
Q1. What are the difficulties you have faced during the gas leaking situations?



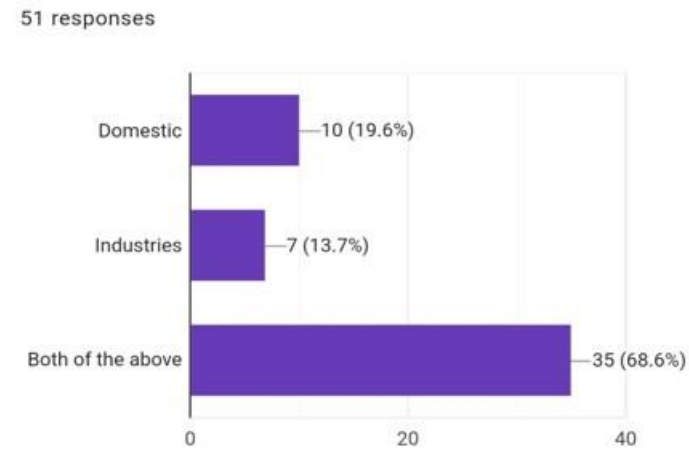
Q2. Do you need any device which will alert you when there is any gas leak and turns on the exhaust system and turns off the valve?



Q3. Have you ever seen any device like this?



Q4. In which places do this device is required?





## Steps

What does the person (or group) typically experience?



## Interactions

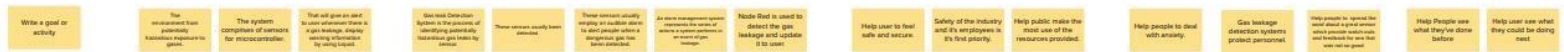
What interactions do they have at each step along the way?

- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?



## Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")



## Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



## Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



## Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

