# Project Design Phase-II
## Customer journey map

**Team ID:** PNT2022TMID45387

**Project Title:** Gas Leakage Monitoring and Alerting system

### 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.

| SCENARIO Browsing, booking, attending, and rating a local city tour | **Entice** How does someone initially become aware of this process? | **Enter** What do people experience as they begin the process? | **Engage** In the core moments in the process, what happens? | **Exit** What do people typically experience as the process finishes? | **Extend** What happens after the experience is over? |
|---|---|---|---|---|---|
| **Steps** What does the person (or group) typically experience? | Browsing in online / Providing Safety / know about this step by pop ups / Surfing about this system | Control measures / Sensor control / Quick access / Once fire is detected, it will alarmed | Prevent fire accident / Detect the fire / Safety / Properties will be safe | Have a great knowledge / Can access the app or website / Avoid Fire accident | safety / Benfits / Profits / Recommend |
| **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? | working with the fire capturing materials / Living at easily inflammable places / Uses inflammable substances are petrol, alcohol, LPG etc. | Customer will get used to it / They will aware of the fire accidents | They are looking a safe environment / Sensors for detecting gas leakage | Customer appreciates the provider / The place is completely safe | Customer realize the safety / Industry ensures the fire free zone |
| **Goals & motivations** At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…") | Customers need to be safe / They also want to save their possessions | Customer think save the lives / Some Customer doesn't think anything | Safe zone enhances the productivity / High productivity improves the company | Finally, the main goal profit will be achieved / Improve the aspect of company | Customer don't need to think about safety / Easy control of device from anywhere |
| **Positive moments** What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | The customers must feel securely. | Customer profit will lead to implement | Work without any fear | Customer will get the hope | Fire free relaxes the Customer |
| **Negative moments** What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | Customers really concern about the lives | Customer most worry is cost | inefficient items makes panic | Least items will depreciate the customer | They are eagerly waiting for the upgradation |
| **Areas of opportunity** How might we make each step better? What ideas do we have? What have others suggested? | Many lives can be saved in a minute / prolongation will be condensed | Provide message sending type based system | To improve the safety, more items are required / More items provide more secure | Improve our product to an advanced version | Implement this product from far and wide |