Customer experience journeymap

SCENERO	**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?
OBJECTIVE	Write a goal, or activity	Gas leakage detection systems protect personnel and the environment from potentially hazardous exposure to gases	The system comprises of sensors for detecting gas leak interfaced to microcontroller that will give an alert to user whenever there in a gan leakage, display warning information by using Liquid	Gas Leak Detection System Gas leak detection is the process of identifying potentially hazardous gas leaks by sensors. These sensors usually employ an audible alarm to alert people when a dangerous gas has been detected	An alarm management system represents the series of actions a system performs in an event of gas leakage.
NEEDS	Write a need you want to meet	Fire hazard prevention	Harmful gas detection	Oxygen level measurement	Prompt gas leak alerts
FEELINGS	Write an emotion you expect the customer to have	Happy about this solution	Embrassed on the solution and promoted the good wordes towords this project	Happy	Encouraging toeords this project and giving good feedbacks.
BARRIEARS	Write a potential challenge to your objective	Higher Officials	commercial companies	The gasses are toxic in nature, resulting in human unconsciousness and even death if consumed in larger quantities	Moreover, gaseous blasts are another disaster that everyone working in a factory or at home would want to avoid at all costs!
Positive moments	Prevention of Gas leakage will save hundreds of lives in industries	Free home demo	This product can greatly spread through word of mouth	Knows that the predicted results are not always the same as the actual one	Graphical chart of the expense done
Areas of opportunity	Provide a simple tutorial to understand its working	Interaction through other forms of media like printed media and news articles	Influential marketing like sending personalised ads	Making sure that the flaws of the app is set	Ratings and reviews