GAS LEAKAGE MONITORING AND ALERTING SYSTEM FOR INDUSTRIES

PROJECT DESIGN PHASE-II CUSTOMER JOURNEY MAP

TEAM ID: PNT2022TMID18879

 \rightarrow 0 \rightarrow Searching, finding and **Entice** Engage Exit Enter Extend gatehhring information about the gas leakage How does someone What do people What happens after the In the core moments What do people sensors. initially become aware experience is over? typically experience in the process, what experience as they of this process? begin the process? happens? as the process finishes? 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 Write a goal or activity At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") Positive moments Embarased on the solution and promoted Current payment flow is very bare-the good words towards the project.

Current payment flow is very bare-the good words towards towards bones and simple way in advance way in advance What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Negative moments Negative feedback will affect the wholesome project. 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?