

# Project Design Phase-II

## Customer Journey

Date	27 <sup>th</sup> OCTOBER 2022
Team ID	PNT2022TMID29330
Project Name	Gas Leakage Monitoring and Alerting System
Maximum Marks	4 Marks

### Customer Journey

● Phases	Motivation	Searching For the Product	Analyse the Review	Choose the Efficient Product	Payment
2 ● ACTIVITIES	<ul style="list-style-type: none"><li>Looking up for a product that detects the gas leakage</li><li>Wants to reduce the gas leakage</li></ul>	Search the product and checks the specification which would satisfies the requirement	Analyse the different products with positive and negative feedback	Choose the product which is more efficient and in affordable cost	Payment is done for the satisfied product
3 ● Feelings	Customer feels excited	Happy as the customer finds numerous options	customer feels very disappointed	Happy as the customer finds numerous options	Happy and relieved when the customer was able to buy their required product
4 ● Customer Emotions	<div>Happy 😊</div> <div>Satisfied 😊</div> <div>Not Satisfied 😞</div>	😊	😊	😞	😊
5 ● Customer Expectations	Customerthinks the product choosing will be easy	Easy to find a product which exactly satisfies the requirements	Product with positive reviews & higher rating	Easy availability of a quality products with cost efficient	Safe and secure payment process &with quick delivery of the product