

CUSTOMER JOURNEY

Customer Journey Map

| | STAGE 1 | STAGE 2 | STAGE 3 | STAGE 4 | STAGE 5 |
|------------|--|---|--|--|---|
| OBJECTIVES | 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 is a gas 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 towards this project | Happy | Encouraging to eords this project and giving good feedbacks. |
| BARRIERS | 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! |