

Customer Journey Map

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
OBJECTIVES	Make a goal or activity list	Detecting gas leaks protects personnel and the environment from potentially hazardous exposure.	Gas leak detection sensors are integrated with microcontrollers that will give a warning to the user whenever there is a gas leak, and display warning information in liquid form.	A gas leak detection system detects potentially hazardous gas leaks using sensors. When a dangerous gas is detected, these sensors usually provide an audible alarm.	In case of a gas leak, an alarm management system performs a series of actions
NEEDS	Make a list of needs you want met	Preventing fire hazards	Detection of harmful gases	Measurement of oxygen levels	Alerts for gas leaks as soon as possible
FEELINGS	Describe the emotion you expect the customer to feel	Happy about this solution	Implemented the solution and promoted the positive aspects of this project	Happy	The project is being encouraged and good feedback is being provided.
BARRIERS	Consider a potential challenge to your goal	Higher officials	Companies in the commercial sector	The fumes are poisonous by nature and may make people unconscious or even kill them if taken in big amounts.	Additionally, gaseous bursts are another catastrophe that everyone, whether they are at home or at work, would wish to avoid at all costs.