CUSTOMER JOURNEY MAP

DATE	**31 OCTOBER 2002**
Team ID	**PNT2022TMID47518**
Project Name	**Project - Gas Leakage Monitoring and Alerting System for Industries**

	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 hazards 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 hazards gas leaks by sensors these sensorusually employ an audible alarm to alert people when 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 a emotion you expect the customer to have	Happy about this solution	Embrassed on the solution and promoted the good words towards this project.	happy	Encouraging towards 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 inhuman unconsciousness and even death if consumed in large quantities.	Moreover, gaseous blasts are another disaster that everyone-working in a factory or at home –would want to avoid at all costs!

AWARENESS	Write how to create awareness	Online ads and social media	Television ads	newspaper	Direct communication with industralists and customer
SERVICE	Write what at all services are provided	Provide warranty	Help desk/chat	Free instalization	Free sevice for atleast 1 year once