# GAS LEAKAGE MONITORING AND ALERTING SYSTEM

**CUSTOMER JOURNEY**

|  |  |
| --- | --- |
| **Date** | 15th October ,2022 |
| **Team ID** | PNT2022TMID51059 |
| **Project** | Gas leakage and monitoring System. |

|  |  |
| --- | --- |
| Team Leader | P Deepak Chakravarthi |
| Member 2 | I Ganeshamoorthy |
| Member 3 | I S Gomathi Naayagam |
| Member 4 | G Ganesh |

# CUSTOMER JOURNEY

Point out customer’s needs.



Compare your offers with others on the market

Display infographics

Analyze customer reviews Conduct Demo & FAQ session

Branding

Learn from the past Help desk/chat Provide warranty Empathize

Respect Customer’s needs

Listen to your customers Engage regularly

Solve their problems

**Retention**

## Awareness

**Purchase**

**Advocacy**

**Service**

**Consideration**

Online Ads E-books Journals

TV spots

Free Template

Create website for easy purchase with simple UI

Showcase social proofs

Provide free consultation

Increase customer engagement Regular training session

Product advancements to the customers Enable positive CX

Marketing emails