

## PROJECT DESIGN PHASE – II












### CUSTOMER JOURNEY

<b>DATE</b>	25 October 2022
<b>TEAM ID</b>	PNT2022TMID34127
<b>PROJECT NAME</b>	Gas Leakage Monitoring and Alerting System for Industries

## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

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	 <b>Entice</b> How does someone initially become aware of this process?	 <b>Enter</b> What do people experience as they begin the process?	 <b>Engage</b> In the core moments in the process, what happens?	 <b>Exit</b> What do people typically experience as the process finishes?	 <b>Extend</b> What happens after the experience is over?
 <b>Steps</b> What does the person (or group) typically experience?	Avoid clutter in room Room has fresh air and neighbors Neighboring is own safety Avoided to see technology	Now sure about how it works Interested to find numerous techniques	Protect many human lives We can monitor gas leakage anytime at anywhere It helps to have appropriate devices signal leakage and prevent fire industry	Whether it is useful for others User convenient	Satisfied This technology is used to protect human lives and rescue resources
 <b>Interactions</b> What interactions do they have at each step along the way? • <b>People:</b> Who do they see or talk to? • <b>Places:</b> Where are they? • <b>Things:</b> What digital touchpoints or physical objects would they use?	Haven't been experienced person Newspapers and Social media On observing the people who call 911 on natural disaster help	Initially people have doubts on how it works Lot of death due to blasting of gas Information is gather before the process	It has the ability to detect gas leakage before the disaster occur, thus saves life of others Buzzer sound comes when gas is leaked, which indicates danger Modernized technique	Protect human lives and natural resources Encouraged but needs clarity and comfort	Avoid hazardous consequences like fire, hazardous It is an imperative solution to keep the plant workers and equipment safe
 <b>Goals &amp; motivations</b> In each step, what is a person's primary goal or motivation? (Think "me," "I," or "help me avoid...")	Act in a manner to change the Help to make user-friendly This means can this user-friendly design can contribute	The initial goal is to save people and wild animals An alarm is used to detect the gas leakage at industries	It is used to protect nature and environment Great feeling to be a part of this	Reduce loss of household things	Help the people to spread awareness about the gas leakage monitoring and alerting system
 <b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or satisfying?	Extend when learned that it is helpful to people Delighted with better awareness and safety to the society	Increase the ideas about the modern technology Great feeling to be a part of this suggestion about the modern warning system of gas leakage	Reliable performance, fast recovery Reducing the negative impact of these catastrophic events on densely populated areas and in mitigating the damage to strategic structures Reduces providing information to support decision making for the rapid response of emergency management services	It helps to isolate people by providing warning to the general public who are not aware about the effects of gas leakage	Encouraged the peoples who all are in the volunteering the awareness sessions
 <b>Negative moments</b> What steps does a typical person find frustrating, confusing, annoying, costly, or time-consuming?	Frustrated about the public reviews The workshop talks different from the other current techniques	There could be wrong analysis of weather conditions and temperatures Not confident to be right in case of lack awareness and safety measures	It requires an unlimited or continuous internet connection In disaster time, being danger of death or physical injury it may also lose the home possessions and community	requires a plenty of time and resources and can cost a huge deal of money needs to coordinate the internet hardware and software to keep the updated and meet the need requirements that needed again needs	Feels little nervous and unsure
 <b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	We make smart themselves to make clear from them what they have seen to know barriers and opportunities identified to emergency team IoT can use general awareness and monitor the gas and minimize all hazardous and to emergency team	Supported by the government to help to the natural disaster Support by the natural disaster to help IoT and prevent techniques	Quick onsite support and by making the information should be send fastly	Allows predictive analytics and safety measures to help you to make better rescued life	To make all people updated by creating awareness programs and staying a safety life