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| **Project Title** | **Gas Leakage Monitoring And Alerting System** |
| **Team ID** | **PNT2022TMID43096** |

**Customer experience journey map**

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

**Document an existing Experiment**

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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| **SCENARIO** Browsing, booking, attending, and rating a local city tour | **Entice**  How does someone initially become aware of this process? | **Enter**  What do people experience as they begin the process? | **Engage**  In the core moments in the process, what happens? | **Exit**  What do people typically experience as the process finishes? | **Extend**  What happens after the experience is over? |
| **OBJECTIVE** | 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 in a gan 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 | 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 |
| **NEEDS** | Write a need you want to meet | Fire hazard prevention | Harmful gas detection | Harmful gas detection | 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 towords this project | Happy | Encouraging toeords 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! |
| **Positive moments** | Prevention of Gas leakage will save hundreds of lives in industries | Free home demo | This product can greatly spread through word of mouth | This product can greatly spread through word of mouth | Graphical chart of the expense done |
| **Areas of opportunity** | Provide a simple tutorial to understand its working | Interaction through other forms of media like printed media and news articles | Influential marketing like sending personalised ads | Influential marketing like sending personalised ads | Ratings and reviews |