GAS LEAKAGE MONITORING AND ALERTING SYSTEM

CUSTOMER JOURNEY

Date	03-Oct-2022
Team ID	PNT2022TMID42496
Project Name	Gas Leakage Monitoring and Alerting System
Max Marks	4 Marks

JOURNEY STEPS Which step of the experience are you describing?	DISCOVERY Why do they even start the journey?	REGISTRATION Why would they trust us?	ONBOARDING How can they feel successful?	SHARING Why would they invite others?
ACTIONS What does the customer do? What they expect?	Leakage of the gas is detected Type of the gas leaked is detected	To share their contact details to reach them out To prioritize delivery	Check for well functioning and faulty devices Ensure all specifications are met	Check for authenticity Test device before sharing
NEEDS AND PAINS What does the customer want to achieve and what to avoid?	To prevent future disaster	Completely know about the device	Achieve maintenance and long life	A way of helping society
	Network failure & human errors	Not being customer friendly	Looks down on expensive	Efforts going unrecognized
TOUCHPOINT What part of the service do they interact with?	Through IOT connected devices such as mobile phones or systems	Website Apps	Database management Warnings and buzzers	Contractors Visual demos

CUSTOMER FEELING What is the customer feel about product?	Secured feeling Happy about this discovery	Non complex Easy process	Trustable Confident equipment handling	Save peoples life Generate good revenue