Project Design Phase-II Customer Journey

Date	27 October 2022	
Team ID	PNT2022TMID14037	
Project Name	Gas leakage monitoring and alerting system for industries	
Maximum 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 and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Detecting the gas leakage.	In norder to registration To fit up their Helmoretist in The Registration The Registration	To connect the gas leavage on the state of t	While the product gest fulfilled, then they may be secretary to cathery.
Needs and Pains What does the customer want to achieve or avoid?	in order or disasters of disasters caused by gas leakage.	Place to enough knowledge on using this product	Firstly workers The state of t	of they have mine number of contact. They would represent the contact of product.
Touchpoint What part of the service do they interact with?	Using mobile or system which is a series of the series with the series with device	Mobile Websites Application	Notification through Speakers Mobile	Newspapers Social Media Statorm Collabrations
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	*	•	©	6
Process ownership Who is in the lead on this?	Industrialists	Technicians	Trail of onboarding	Public