

## **CUSTOMER JOURNEY MAP**

DATE	22 OCTOBER 2022
Team ID	PNT2022TMID18426
Project Name	Project - Gas Leakage Monitoring and Alerting System

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
<b>OBJECTIVES</b>	Write a goal or activity	Gas leakage detection systems protect personnel and the environment from potentially hazards exposure to gases	The system comprises of sensors for detecting gas leak interfaced to microcontroller that will give an alert to user whenever there is a gas leakage,display warning information by using liquid.	Gas leak detection sustem gas leak detection is the process of identifying potentially hazords gas leaks by sensors.these sensor usually employ an audible alarm to alert people when dangerous gas has been detected.	An alarm management system represents the series of actions a system performs in an event of gas leakage.
<b>NEEDS</b>	Write a need you want to meet	Fire hazard prevention	Harmful gas detection	Oxygen level measurement	Prompt gas leak alerts
<b>FEELINGS</b>	Write a emotion you expect the customer to have	Happy about this solution	Embrassed on the solution and promoted the good words towards this project.	happy	Encouraging towards this project and giving good feedbacks.
<b>BARRIERS</b>	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 large quantities.	Moreover,gaseous blasts are another disaster that everyone-working in a factory or at home –would want to avoid at all costs!

	Write how to create awareness	Online ads and social media	Television ads	newspaper	Direct communication with industrialists and customer
<b>AWARENESS</b>					
<b>SERVICE</b>	Write what all services are provided	Provide warranty	Help desk/chat	Free installation	Free service for at least 1 year once