

# CUSTOMER JOURNEY MAP

DATE	16 October 2022
TEAM ID	PNT2022TMID52179
PROJECT NAME	GAS LEAKAGE MONITORING AND ALERTING SYSTEM
MAXIMUM MARKS	2 MARKS

## Customer Journey Map

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
OBJECTIVES	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 is a gas 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.	An alarm management system represents the series of actions a system performs in an event of gas leakage.
NEEDS	Write a need you want to meet	Fire hazard prevention	Harmful gas detection	Oxygen level measurement	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 towards 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!