

PROJECT DESIGN PHASE – 2

PROJECT TITLE: Gas Leakage monitoring and Alerting system

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Customer Journey Map

OBJECTIVES	To sense the leakage of gas and give alarm and message to the user.
NEEDS	To prevent accidents due to gas leakage
POSITIVE MOMENTS	Embarrassed on the solution and gave good feedback.
NEGATIVE MOMENTS	Cost is moderately high and the user interference is slightly tough for elder people.
AREAS OF OPPORTUNITY	To make product simple and handy.