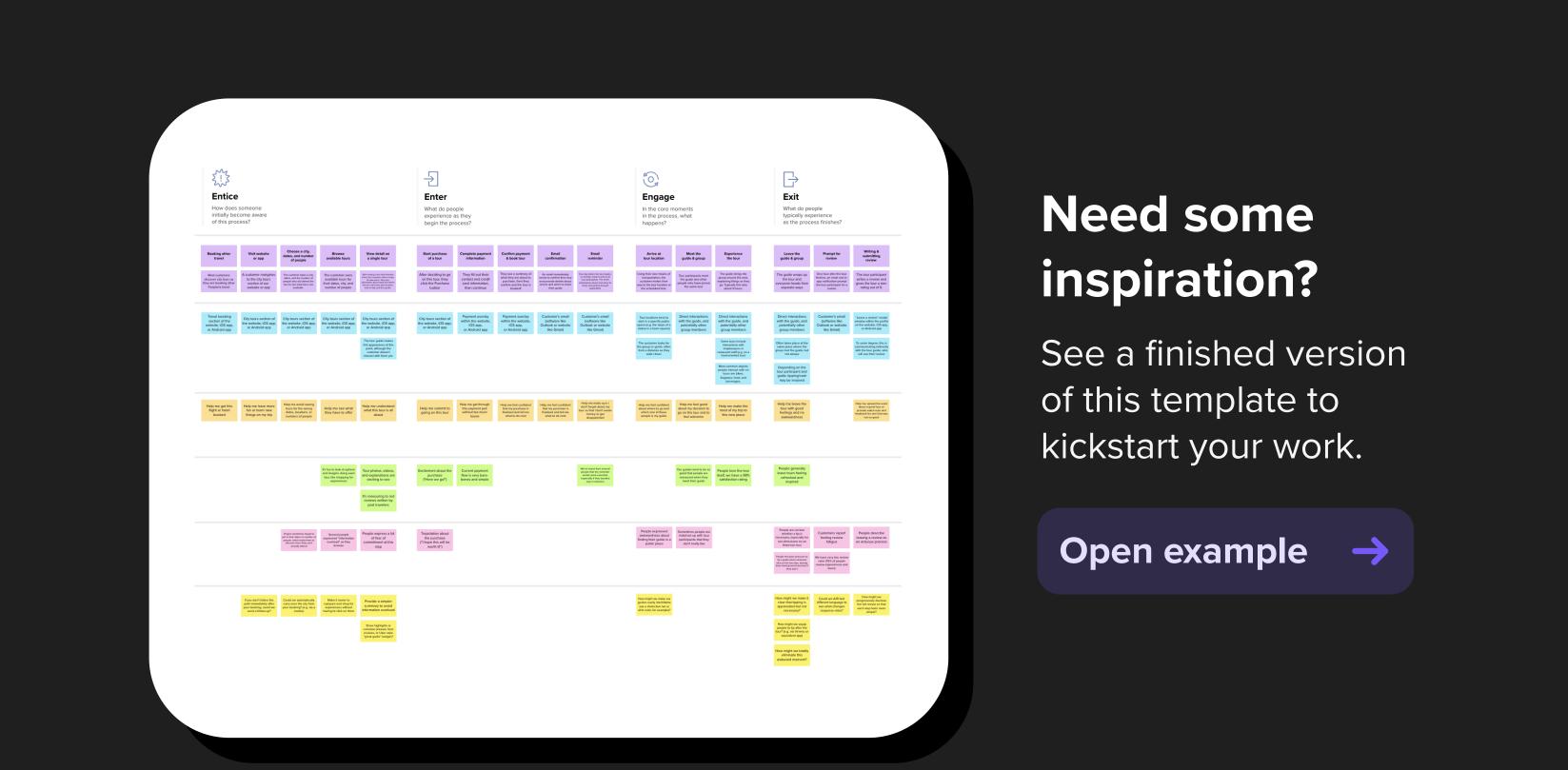
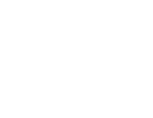


## Customer experience Journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

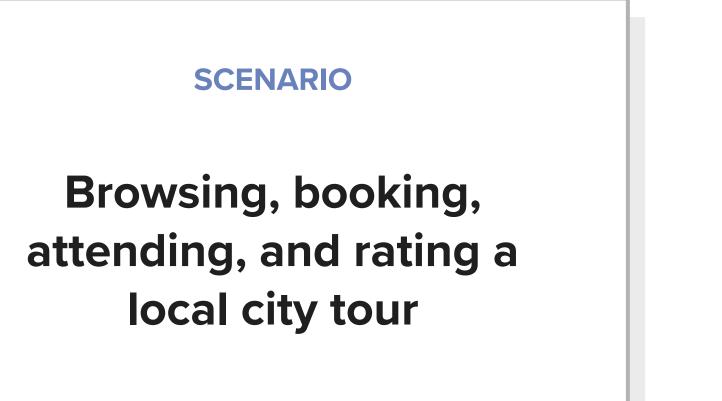
Product School





#### Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



**OBJECTIVE** 

NEEDS

Feelings

moments

Areas of

# **Entice**

How does someone initially become aware of this process?

Gas leakage detection systems protect personnel

Write a need

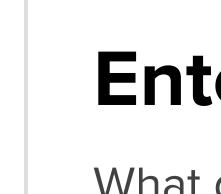
you want to

Write an emotion

Provide a

working

you expect the customer tohave



What do people



#### Engage

In the core moments in the process, what happens?

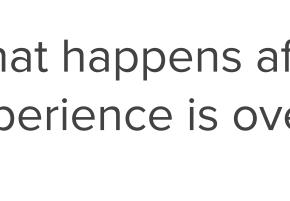


## Exit

What do people typically experience as the process finishes?

### Gas Leak Detection System Gas

leak detection is the process of identifying potentially hazardous gas leaks by sensors. These sensors usually employan audible alarm to alert people when adangerous gas has been detected



## **Extend**

What happens after the experience is over?

> An alarm management system represents the seriesof actions a system performs in an eventof gas leakage.

K.Ajay Kumar

R.M. Sneha

M.Kannaki

R.Subitsha

leak alerts

Knows that the predicted results arenot always the sameas the actual one

Prompt gas

Encouraging towardsthis project and giving good feedbacks.

experience as they begin the process?

> environment from hazardous exposure to gases

Happy about

thissolution

display warning information by using

The system comprises of sensors for

detecting gas leak interfaced to

microcontroller that will give an alert to

user whenever there in a gan leakage,

prevention

Harmful gas detection

> embarrassing on the solution and promoted the good workers towards this project

word of mouth