PROJECT DESIGN PHASE – II CUSTOMER JOURNEY

Date	14 October 2022	
Team ID	PNT2022TMID04358	
Project Name	Gas Leakage Monitoring And Alerting System	

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?	Descring the loading of the loading	FEI 10-be with an order on the contract on the contract of the service for organization	To connect And dute to device with the bysees or efficiency of device to device the device of device of device the device of device	if they are to state of the control
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	To desirable To acid the To desirable To des	To have seeingth on the seeing and the seeing and the seeing and the seeing the seeing to the seeing the seein	Worked have to chest opplied to standing to procedure	E ony hor mon energy dry all feed and class feed and class statical dem
Touchpoint What part of the service do they interact with?	Motale and system of the state	Mediate Mediate In - scare explication emplicates	Speakers Sample Meble Meblen Meblenge Videe nationales	Special Neocogarers s and pleiforms Spansarship
Customer Feeling What is the customer feeling? Tip: Use the emaji app to express more emotions	8	•	•	₩
Process ownership Who is in the lead on this?	in dustrialists	In dustrialists	work ers	Industrialities workers