
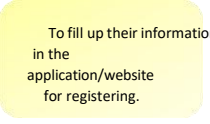
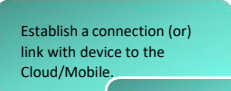
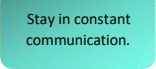
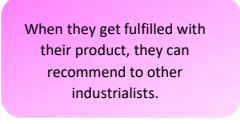
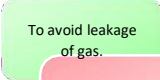
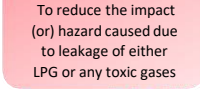
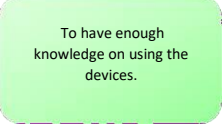
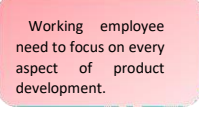
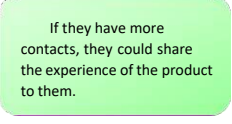


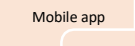
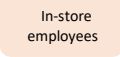
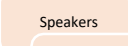
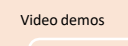

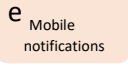
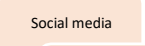
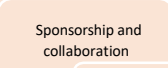
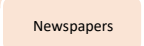






## Project Design Phase-II

### Customer Journey Map

Date	3 October 2022
Team ID	PNT2022TMID13200
Project Name	Gas leakage monitoring and alerting system for industries

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 Successfully	Sharing Why would they invite others?
<b>Action</b> What does the customer do? What information do they look for? What is their context?			 	
<b>Needs and Pains</b> What does the customer want to achieve or avoid?	 			
<b>Touchpoint</b> What part of the service do they interact with?		  	   	  
<b>Customer feeling</b> What is customer feeling				
<b>Process ownership</b> Who is in the lead on this	