

Background

Persona:

**Name:** Alex, Senior Pipeline Operator  
**Goal:** To ensure the pipeline infrastructure operates smoothly, without damage or leaks, and respond quickly to any issues to minimize risks and costs.  
**Key Objective:** Monitor pipeline conditions, receive alerts, take corrective actions in response to leaks, and ensure compliance with safety regulations.

Scenario:

the customer journey map will follow an oil and gas pipeline operator's experience using the **Smart Leakage Detection System** integrated with mobile alerts.

