

PROJECT DESIGN PHASE – II

CUSTOMER/USER JOURNEY MAP

Date	01 November 2022
Team ID	PNT2022TMID04339
Project Name	Gas Leakage Monitoring and Alerting
Mark	4 Marks

User journey

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People
2-3



Time
30 min



Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

1 Phases	finding the causes of gas leakage						searching for solutions on online			working of the product			final result of system		
High level block you user needs to accomplish from start to finish															
2 Steps															
Defined actions your user has to perform	checking of cylinder knob	proper fixing of gas tube	proper maintenance of cylinders in gas industries	checking for low price and good quality products in online	gaining knowledge about the measurements to be followed in case of leakage	searching some other websites/apps for gas leakage protection	fixing the product in their home/ industries	node-MCU sends the data into cloud	It also sends the informations to the user	using GSM module the notification message is send to user	the knob of the cylinder is closed immediately when gas leakage is sensed	the gas leakage is detected and necessary measurements are taken successfully			
3 Feelings															
What your users are thinking and feeling as they move through the process	feeling ease by finding the problem	fixing the problem is easy after finding the cause	immediate precautions steps are taken after detecting	wondering about more new products based on their problems	feels comfortable after got to know about more secured products for their problem	searching best solution/ device they needed for their problem	feels happy after fixing the product in their surrounding	sharing their experience with others	feels their environment more safe after having the product in their surroundings	feeling secured even when they are out of town	don't need to worry about shut down of power supply in case of leakage	their environment feels safe because notifications are delivered in proper time after leakage			
	sometimes its hard to find the cause of gas leakage in industries	sometimes fixing the problem requires technicians to solve	sometimes its difficult to detect the gas	fear of fake products	feels uncomfortable after knowing the cost of the product	fear of leading into a wrong websites	waste of cost if the device is not working properly	they feels hard to use a device for 1st time	sometimes the product may be explode due to rising of temperature	there is a chance of losing some parts in the device which makes the device as a waste	duplicate product can be delivered	feels difficult to set up the device in home			
4 Pain points															
Problems your user runs into	if there occurs a technical problem there is a possibility of explosion	due to network issues the alarm messages will be delivered lately	sometimes it is difficult to identify whether the leakage is due to external cause or the cylinder is gonna be empty	sometimes dc motor cannot be able to work properly	explosions may occurs if the sensor takes more time to sense	if buzzer didn't sound then there is a great chance of deaths may occurs in industries	sometimes the device may show wrong gas leakage levels	sometimes fixing of gaslines in industries feels difficult	evacuating peoples in industries feels difficult when there occurs a leakage	cannot able to close the knob of the cylinder at a proper time	no measures are taken due to some external cases	if the program is not properly inserted in the device then the device may not be work			
5 Opportunities															
Potential improvements or enhancements to the experience	increased home security	can be free from worrying about gas leakage	can have a peaceful environment in industries	don't need to worry about closing of knob in case of leakage	automatic shut down of power supply to prevent the environment	immediate actions are taken automatically when leakage is detected	it keeps industries/ home safe against unsuspected threat	it will provide you with 24/7 monitoring	The sensors do not drift or decay, ensuring accurate results over time.	it is Reliable technology	Low maintenance and low operating costs	There is no poisoning or degradation of the instrument with long-term exposure to a gas			

Share your feedback

Accoruzo P. and Alex M.