

# PROJECT DESIGN PHASE – II

## CUSTOMER/USER JOURNEY MAP

Date	15 October 2022
Team ID	PNT2022TMID14295
Project Name	Gas Leakage Monitoring and Alerting System
Mark	4 Marks

### User journey

by the Design Team of Assurance Innovation Ltd.

People  
2–9

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 online			working of the product			final result of system		
High level check your user needs to accomplish from start to finish												
2 Steps	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		
Detailed actions your user has to perform												
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	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		
What your user might be thinking and feeling as he works												
feels comfortable after get 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 feels 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 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	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		
Problems your user runs into												
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	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		
Potential improvements or enhancements to the experience												
automatic shut down off power supply to prevent the environment												
immediate actions are taken automatically when leakage is detected												
it keeps Industries/ home safe against unexpected 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

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