

PROJECT DESIGN PHASE – II

CUSTOMER/USER JOURNEY MAP

Date	08 October 2022
Team ID	PNT2022TMID06950
Project Name	Gas Leakage Monitoring and Alerting
Mark	4 Marks

User journey

by the Design Team of Accusure Industries NL



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 on online	working of the product	final result of system
High level steps 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 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 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 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 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 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			

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