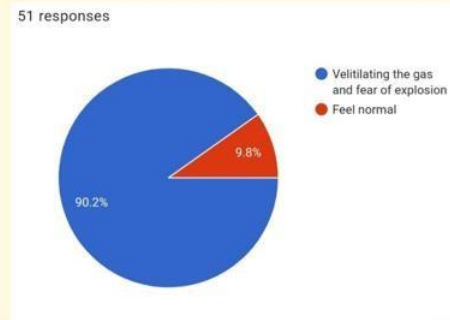


Project Design Phase-II

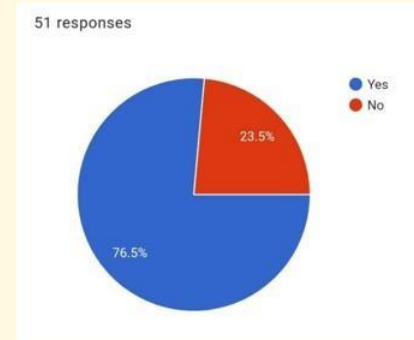
CUSTOMER JOURNEY

Date	23 OCTOBER 2022
Team ID	PNT2022TMID19917
Project Name	Gas Leakage monitoring & Alerting system for Industries

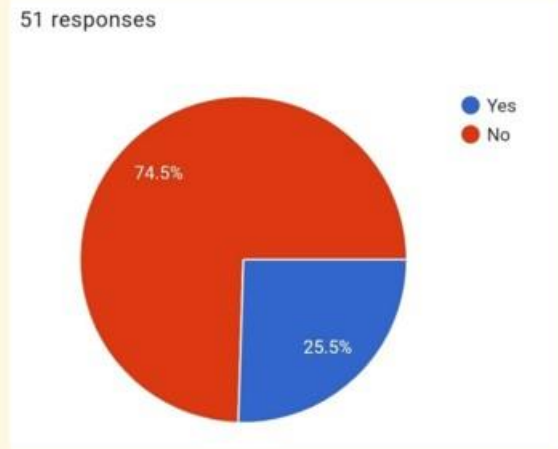
Q1. What are the difficulties you have faced during the gas leaking situations?



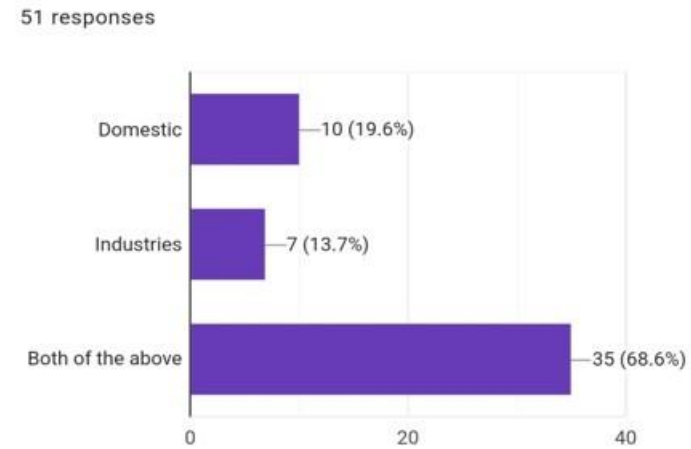
Q2. Do you need any device which will alert you when there is any gas leak and turns on the exhaust system and turns off the valve?



Q3. Have you ever seen any device like this?



Q4. In which places do this device is required?





Steps

What does the person (or group) typically experience?

Oxygen level measurement
Activate LHM (leakage alarm) in the area and if the system which performs the following tasks
A signal conditioning of the detection result is done by output signal of the sensor provided input to Arduino
The detection results displayed on LCD
Indicates the people of danger in work place, factory, home
Buzzer activity with beep(horn) sound is made
Also send alert SMS
The in charge of the plant whose number is saved in SIM card
Email confirmation
Email reminder
It is used by GSM module
Use the guidelines
Experiment the sensor use
Prompt for review
Writing & submitting review
The SMS received depends upon the task of gas in the detection area of the sensor
Personalized recommendations



Interactions

What interactions do they have at each step along the way?

- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

Confirmation SMS will be received
Applicable for iOS app or android app
Applicable for Windows OS
Applicable for Linux OS
Overall usage will be light and easy
User friendly interaction
Payment overlay within the website, iOS app, or Android app
Advertisement won't be there
Usage of Raspberry Pi with Node Red's used here
Customer's email (software like Outlook or website like Gmail)
Two locations tend to start in specific public space in the steps of a future in smart building
Direct interactions with the guide, and potentially other group members
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Direct interactions with the guide, and potentially other group members
Customer's email (software like Outlook or website like Gmail)
"Leave a review" modal window within the profile on the website iOS app or Android app
Personalized services are done
Deploy the sensor



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Write a goal or activity
The successful task planning knowledge requires to plan
The system comprises of sensors for microcontroller
That will give an alert to user whenever there is a gas leakage, display warning information by using LCD
Gas leak Detection System in the process of identifying potential hazardous gas leaks by sensor
These sensors usually have sensors
These sensors usually display an output alert to user whenever there is a gas leakage, display warning information by using LCD
An alarm management system receives the output of sensor's output and in event of gas leakage
Node Red is used to detect the gas leakage and update it to user
Help user to feel safe and secure
Safety of the industry and its employees is its first priority
Help public make the most use of the resources provided
Help people to deal with anxiety
Gas leakage detection systems protect personnel
Help people to spend the time about a gas leak sensor which prevent accidents and losses for use not in good
Help people see what they've done before
Help user see what they could be doing next



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

It's reassuring to read reviews written by past users
Write an emotion you expect the customer to have
Happy about this solution
Encouraged on the solution and provided the good words towards the project
Current payment flow is very transparent and simple
We're excited to see how people that the customer mentioned in our previous review are doing
Our guides tend to be so good that people are motivated when they read their guide
People are Happy
Encouraging towards the project and going good feedbacks
Help organization and ways to overcome their mistakes



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Not reassuring to read reviews written by past users
Several people expressed "information overload" at this point
People express a bit of fear of commitment at this step
Trepidation about the purchase ("I hope this will be worth it")
People expressed fear about not finding their guidelines at an emergency
People are unhappy because of sensor failure
People are unclear whether the sensor will work properly or not
Customer's report feeling review fatigue
People describe leaving a review as an arduous process
We have very low review rates (75% of people review experienced failure)
Negative feedback will affect the whole team project



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Write a potential challenge to your goal
Higher Officials
Make it easier to compare and check for experiences without having to click on them
Provide a simpler a summary to avoid information overload
Show highlights or common phrases from reviews or use the "top rated guide" badge?
How might we totally eliminate this awkward moment?
How might we make our guides more readable? (e.g. a shorter list or shorter list for newbies?)
How might we make people to follow the "top" in the website or recommend it?
How might we make it clear that tipping is appreciated but not necessary?
Could we A/B test different language to see what changes response rates?
How might we progressively disclose the full review so that each step feels more engaged?
How might we help people compare and recommend things they've done in the past?
How might we extend the period to connect with after the completion of the agreement?