Project Design Phase-II Customer Journey Map
Gas leakage Monitoring and alerting system

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SCENARIO

Browsing, booking, attending, and rating a local city tour

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps What does the person (or group) typically experience?	Proper fixing of gas tube Turn of the main supply Checking the cylinder knob Proper maintenance	Gaining knowledge about the measurements in case of leakage checking for low price and good quality products in online Searching websites/ apps for gas leakage protection Studying literature paper about gas leakage monitoring	fixing the product in the industries node MCU send data into cloud it also send data to the user	using GSM module,a notification sends to user the nob of cylinder is closed immediately	the gas leakage is detection
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?	feeling ease by finding the problem fixing the problem is easy after finding the cause	wondering about new products based on the problem feel comfortable after knowing about secured product for their problem	feel happy after positioning the product in desired environment sharing their experience with others feeling more safe in surrounding after placing the product	feel secure when they are out of town don't worry about shutdown of power supply in case of leakage	their environment feels safe because notification is delivered in time
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	immediate precaution is taken after detecting monitoring the gas levels	searching best solution/device they needed for the problem feel safe after fixing working product	to provide secure environment to the industry checking day to day gas leakage in industry the leakage is monitored and alerting to secure environment	final goal is to achieve gas leakage monitoring workers feel secure to work in their industries	sending notification in real time
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Keeping gas levels in check helps save lives enables businesses to conduct them operations in compliance	industrial tools employing low-cost computing, the cloud, big data analytics, and mobile technologies to embrace excellence and reduce unnecessary expenses with scalable IoT solutions	IoT sensors, modules, software, and other technologies and exchange data with other devices and systems over the internet an ethernet shield module and android application, the IoT device inform the end-user about the environmental conditions an ethernet shield module and android application, the IoT device informs the end-user about the environmental conditions	the management to take immediate measures to eliminate harmful (and even fatal) fire blasts IoT application development for gas detection is helpful!	Gain a competitive edge in the connected IoT ecosystem with support
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	if there any technical problem explosion may occur sometime difficult to identify whether the leakage is due to external cause of cylinder due to network issue messages will delay	sometime DC motor not work properly explosion may occur if sensor take more to sense if buzzer didn't sound there is great chance for tragedy	device may show wrong gas leakage levels fixing of gas line in industry is difficult evacuating people in industry feel difficult when leakage occur	cannot able to close the nob of cylinder no measures taken due to external cases	if the program is not inserted then the device may not work
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	increased industry security peaceful environment in industry	automatic shutdown power supply to prevent the explosion immediate action taken automatically when leakage detected	keep industry against unexpected threat it provide 24/7 monitoring sensor doesn't drift, ensure accurate result	low maintenance and low operating cost it is reliable technology	there is no degradation instrument with long term exposure to gas