

PROJECT DESIGN PHASE -II

CUSTOMER JOURNEY

TEAM ID	PNT2022TMID26470
PROJECT NAME	Hazardous Area Monitoring for Industrial Plant powered by IoT
MAXIMUM MARKS	4 marks

User journey

by the Design Team of Aqueducts International

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. ^{1,2}

Hazardous Area Monitoring for Industrial Plant powered by IoT

1 Phases <small>High level steps your user needs to accomplish from start to finish</small>	User enters an area in the industrial complex	The user checks on the temperature of their current location	The user enters an area which is at a dangerously high temperature	The user is informed of the current state of the location
2 Steps <small>Detailed actions your user has to perform</small>	Smart beacon devices detect the temperature of the area they are present in Smart beacon starts to transmit the temperature of the area sent by the beacon when they enter the area The wireless sensors receive the data sent by the beacon, which they enter the area The sensors check to see that the temperature of the area is below the normal level of the area	The temperature is displayed on the wearable device	Check if the temperature of the area that reached a dangerous level Immediately inform the user via SMS using an API	At least once, send the data to a central data base through the cloud The data is monitored by admin who take necessary precautions
3 Feelings <small>What your user might be thinking and feeling at the moment</small>	Feeling of ease knowing they will be informed in case of any issue Fear of entering a possible dangerous environment	Calmness upon knowing that they are currently in a safe location Worry in case the location suddenly becomes unsafe	Fortunately that they are informed of the danger in a timely manner Panic that they are currently in an unsafe area Fear that there are more unsafe areas	Thankful for the information to take the necessary precautions Stress to make the necessary arrangements and changes as soon as possible
4 Pain points <small>Problems your user runs into</small>	Users don't have a quick way to know if there are in a safe environment	Users must constantly check the wearable device for signs of changes	Users being alerted of the present danger sounding with no warning	The user is having to make sudden and immediate changes in their work area to ensure safety
5 Opportunities <small>Potential improvements or enhancements to the experience</small>	Make a sleek wearable device that the user can have at all times	Giveaway: Creating the wearable device, also making the user of the current location	Immediate warning sent out via SMS through an API to the user's mobile device User can also be informed in case changes are happening rapidly	Admin is also necessary to monitor the data and take the necessary actions through the cloud

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