GAS LEAKAGE MONITORING AND ALERTING SYSTEM FOR INDUSTRIES

PROJECT DESIGN PHASE-II

CUSTOMER JOURNEY MAP

TEAM ID: PNT2022TMID21520

	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	The detection results displayed on LCD Indicates the people of danger in work place, factory Showing the importance of the device	People wants the device easy to be used Send alert SMS.	used by GSM sensor use Detects gas	The SMS received depends upon the leak of gas in the detection area of the sensor. Counter measures to prevent gas leakage	Get notifcation Get notifcation when in danger when in danger
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?	Confrmation SMS will be received. Overall usage will be light and easy.	Node Red is used here User friendly	Sensor data is sent to IBM cloud and alert message is sent	ALERT MESSAGE RECIEVED	Data is stored in the cloud for further usage. Deploy the sensor
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Minimal design with minimal cost	workers safety	Counter measures	user feels safe with this	Safety and belief in app
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Keep track of gas leakage	The feeling that the user is safe	The data is reliable at all times	Provides immediate alert to take necessary action	Protection at low cost
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	People express a bit of fear of commitment at this step	There shall be no data loss	False alarm should be prevented	User should not be irritated with the product	Should be faster
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Provide a simpler summary to avoid information overload	Longer battery life	Faster data speeds should be implemented	Too much professional UI/UX	Cost effecient