

# User journey

by the Design Team of Accenture Interactive NL



People  
2-9



Time  
30 min



Difficulty  
Beginner

TEAM ID: PNT2022TMID40953  
PROJECT: Real-Time River Water Quality Monitoring and Control System

|   |   |   |   |  |
|---|---|---|---|--|
| <div><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div> | <div>Analysing the river water</div>  | <div>Fincing the pH level of water</div>  | <div>Separation of pure water and dirty water</div>   | <div>Recycling of dirty water for agricultural use</div>   |
| <div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>                            | <div>Whether the river water is dirty or not</div> <div>Check the surroundings of river water</div> <div>Also find whether the industrial waste are mixing into river water</div>   | <div>Check whether the pH is between 6.5 and 8.5</div> <div>If the pH level is normal we can use it for drinking purpose</div> <div>So finding the drinking level of pH</div>   | <div>using pure water finding machine.</div> <div>Normally people identify the pure water by observing the upper layer, thickness and colour of water</div> <div>Usage of water purifier to separate pure water and dirty water</div>   | <div>Collect the dirty water and send the water to the recycling factory</div> <div>Using chemical components for recycling process</div> <div>Finally recycled water is sent to farmers for agricultural purpose.</div>   |
| <div><div>3</div><div>Feelings</div></div> <div>What your user might be thinking and feeling at the moment</div>        | <div><div>👍</div><div>If the river water quality is in correct level ,ground water level will increase</div><div>Animals and birds are drinking river water</div><div>The river water is essential for human beings</div></div> <div><div>👎</div><div>If the river water quality is not good,then the ground water will get decrease.</div><div>If the river water is polluted then animals and birds cannot able to drink water</div><div>Polluted water is not essential for human beings</div></div> | <div><div>If the pH level of river water is matches to the pH level of pure water,they feel good.</div><div>They feel more secure about their environment</div><div>They feel comfortable after drinking pure water daily.</div></div> <div><div>Polluted water is not essential for human beings.</div><div>People may feel that environment is not clean due to river water is polluted.</div><div>They use river water daily and also they are feeling that the river water is not good.</div></div> | <div><div>supplying some amount of water for commercial uses.</div><div>They feel happy about drinking pure water.</div><div>They might feel secure without worrying about infection or some other problems caused by river water</div></div> <div><div>They also worried about the diseases caused due to the polluted river water</div><div>People need the healthy fishes from river water for selling.</div><div>They also worried about the living organism.</div></div> | <div><div>The recycling water can also be used for some other purpose</div><div>Also used for some industrial purpose.</div><div>In manufacturing company they can also use this recycled water.</div></div> <div><div>coastal people are the major affected people by the river water pollution.</div><div>Recycling water is sufficient for industrial purpose</div><div>Is the pure water is available for every day.</div></div> |
| <div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>                                   | <div>Chemical waste products from industrial processes are discharge into river.</div> <div>Thefting of sand from river side may cause the river to dry fast.</div> <div>Pollution may occur due to acid rain.</div>  | <div>Because of throwing dusts it will create some mess smell.</div> <div>Water pollution may cause disease</div> <div>It will affect the Eco system</div>  | <div>This water is harmful for drinking</div> <div>This causes harm to the organisms living in the river water</div> <div>Also increasing river water temperature affects the living organisms.</div>   | <div>Sewage and waste water are mixing into the river.</div> <div>don't throw any solid waste into the water streams and it leading to pollution</div> <div>Climate change will affect river water</div>   |
| <div><div>5</div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>     | <div>We use the detector to easily identify our device</div> <div>Using done for everytime monitoring</div> <div>Our device is miniature compared to other devices</div>  | <div>We include sensor for detecting pH level of water</div> <div>used solar panel for energy.</div> <div>We insert quality battery.</div>  | <div>Water proof device is used for ensuring safety.</div> <div>By using this device we can also control the pH level of the water</div> <div>Any time and any where can find the device.</div>   | <div>We can give the guarantee about pure water in case of detecting pH level of river water</div> <div>Control the water quality using this device</div> <div>Life time of the device is more.</div>  |

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