**Project Design Phase-II**

**Hazardous Area Monitoring for Industrial Plant powered by IoT**

**TEAM ID:PNT2022TMID41953**

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| **CUSTOMER JOURNEY MAP** |

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| 1.PHASE | USER ENTER POWER PLANT | THE USER CHECK ON THE TEMPERATURE OF THEIR CURRENT LOCATION | USER ENTERS HAZARDOUS AREA | ALERT THE AUTHORITIES AND TAKE NECESSARY ACTIONS |

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| 2.STEPS | |  | | --- | | **USER OBTAINS WEARABLE DEVICE FROM THE POWER PLANT SUPERVISORS** | | **USER WEARS SMART WEARABLE ALL THE TIME THEY WORK THERE.** | | |  | | --- | | **USER CONTINOUSLY MONITOR THE SMART WEARABLES** | | **THE TEMPERATURE IS DISPLAYED ON THE WEARABLE DEVICE** | | |  | | --- | | **CHECKS WHETHERR THE TEMPERATURE IS WITHIN ITS LIMIT** | | **IF THE TEMPERATURE GETS ABOVE THE LIMIT THEN GETS ALERTED** | | |  | | --- | | **USER GOT INFORMED VIA SMS AND ALSO THROUGH AND API** | | **AUTHORITIES ALSO GETS NOTIFIED OF THIS ISSUE, AND TAKE NECESSARY ACTION NEEDED.** | |

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| 3.Feelings | **Feeling of ease knowing they will be informed in case of any risks** | **ease due to constant awareness of environment** | **they would be calm as their wearable indicate the safeness of the environment** | **lucky that they are informed of their current danger** |
| **fear of the potential hazard** | **Worried about their life** | **Worry for sudden change of the situation** | **they are in fear of their situationpanic** |

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| 4.Pain points | **They may not get the**  **information on time** | **Users must constantly check the wearable device for signs of changes** | **Users being informed of the present danger suddenly with no warning** | **The admin having to make sudden and immediate decisions to ensure a large number of workers safety** |

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| **5. Opportunities** | **Make a small and compatible wearable device which the user can wear at all times** | **Constantly updating the wearable devices data informing the user of the current situation** | **User can also be informed in case changes are happening rapidly** | **Admins make necessary announcements as all data is seen by them from beacons through the cloud** |