

User Journey Maps give an overview of the customer experience. How do you want your business to reach users?

# User Journey Map

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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 should be representative of the observations and reaserch you have done about your users.

Hazardous Area

Monitoring for information you add here

Industrial Plant powered by 10T

ases				
h-level steps your user needs to omplish from start to finish	User enters an area in the industrial complex	The users checks on the temperature of their current location	The user enters an area which is at a dangerously high temprature	The admins are informed of the current state of the location

## STEPS

DETAILED ACTIONS YOUR USER HAS TO OF thatdisplayed on theby admin who PERFORMhas reached a dangerous

Smart beacon device btain the tempera of the area they are present in

Smart beacon take temperature particular area to anywearable

The wearable devices receive the data sent by the beacons when they enter the area

The device notifies the user that the temperature of the area has been received/updated

devices broadcast theThe temperature isThe data is monitored deviceneccessary precautions nearby devices

Check if the temperature of the area level

Immediately inform the user via SMS using an API

All smart beacons send their data to a central database through the cloud

## FEELINGS

WHAT YOUR USER MIGHT BE THINKING AND FEELING AT THE MOMENT

Feeling of ease informed in case of any risks

Calmness upon knowing they will be

knowing that they are

currently in a safe location

Fortunate that they are informed of the danger in a timely manner

Thank!U1 for the information to take the necessary precautions

Fear of entering a location suddenly possible dangerous

Panic that they are currently in an unsafe area

Fear that there are more unsafe areas

Stress to make the necessary announcements and changes as soon as possible

becomes unsafe environment

Worry in case the

## PAIN POINTS

PROBLEMS YOUR USER RUNS INTO

they are in a safe environment

Users don't have a

sers must constantly devices for signs of changes

Users being info make sudden quick way to know if check the wearable

of the present danger

immediate decisio

e admin having

to ensure a lar

number of wor

afety

OPPORTUNITIES

POTENTIAL IMPROVEMENTS OR  
ENHANCEMENTS TO THE EXPERIENCE

Make a sleek wearable  
devices that the user can  
have at all times

Constantly updating  
the wearable devices  
data informing the  
user of the current  
situation

Immediate warning are sent out via SMS through an API to the users mobile devices

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

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