

User Journey Map

by the Design Team of Accenture Interactive NL

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

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 reaserch you have done about your users.



Hazardous Area Monitoring for Industrial Plant powered by IoT

<div>Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	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 tempreature		The admins are informed of the current state of the location	
<div>STEPS</div> <div>DETAILED ACTIONS YOUR USER HAS TO PERFORM</div>	Smart beacon devices obtain the temperature of the area they are present in	Smart beacon devices broadcast the temperature of that particular area to any nearby devices	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	The temperature is displayed on the wearable device	Check if the temperature of the area has reached a dangerous level	Immediately inform the user via SMS using an API	All smart beacons send their data to a central database through the cloud	The data is monitored by admin who take necessary precautions
<div>FEELINGS</div> <div>WHAT YOUR USER MIGHT BE THINKING AND FEELING AT THE MOMENT</div>	Feeling of ease knowing they will be informed in case of any risks			Calmness upon knowing that they are currently in a safe location		Fortunate that they are informed of the danger in a timely manner		Thankful for the information to take the necessary precautions	
	Fear of entering a possible dangerous environment			Worry in case the location suddenly becomes unsafe		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	
<div>PAIN POINTS</div> <div>PROBLEMS YOUR USER RUNS INTO</div>	Users don't have a quick way to know if they are in a safe environment			Users must constantly check the wearable devices 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	
<div>OPPORTUNITIES</div> <div>POTENTIAL IMPROVEMENTS OR ENHANCEMENTS TO THE EXPERIENCE</div>	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 warnings are sent out via SMS through an API to the users mobile devices	User can also be informed in case changes are happening repidly	Admins make necessary announcements as all data is seen by them from beacons through the cloud	