

# PROJECT DESIGN PHASE – II

## CUSTOMER/USER JOURNEY MAP

Date	17 NOVEMBER 2022
Team ID	PNT2022TMID36794
Project Name	Gas Leakage Monitoring and Alerting System
Mark	4 Marks

### User journey

by the Design Team of Accessory Funded Ltd.

 People  
2-9
  Time  
30 min
  Difficulty  
Beginner

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 research you've done about your users. <2>

1 Phases	finding the causes of gas leakage						searching for solutions on online						working of the product						final result of system					
High level description of your user needs to be fulfilled from each of these																								
2 Steps	checking of cylinder knob						proper fixing of gas tube						proper maintenance of cylinders in gas industries						checking for low price and good quality products in online					
Describe what your user has to perform	gaining knowledge about the measurements to be followed in case of leakage						searching some other websites/ apps for gas leakage protection						fixing the product in their home/ industries						node MCU sends the data into cloud					
3 Feelings	feeling ease by finding the problem						fixing the problem is easy after finding the cause						immediate precautions steps are taken after detecting						wondering about more new products based on their problems					
	feels comfortable after get to know about more secured products for their problem						searching best solution/ device they needed for their problem						feels happy after fixing the product in their surrounding						sharing their experience with others					
4 Pain points	feels their environment more safe after having the product in their surroundings						feeling secured even when they are out of town						don't need to worry about shut down of power supply in case of leakage						their environment feels safe because notifications are delivered in proper time after leakage					
	sometimes its hard to find the cause of gas leakage in industries						sometimes fixing the problem requires technicians to solve						sometimes its feels difficult to detect the gas						fear of fake products					
5 Opportunities	fear of uncomfortable after knowing the cost of the product						fear of leading into a wrong websites						waste of cost if the device is not working properly						they feels hard to use a device for 1st time					
	sometimes the product may be explode due to rising of temperature						there a chance of losing some parts in the device which makes the device as a waste						duplicate product can be delivered						feels difficult to set up the device in home					
6 Opportunities	if there occurs a technical problem there is a possibility of explosion						due to network issues the alarm messages will be delivered later						sometimes it is difficult to identify whether the leakage is due to external cause or the cylinder is gonna be empty						sometimes dc motor cannot be able to work properly					
	explosions may occurs if the sensor takes more time to sense						if buzzer didn't sound then there is a great chance of deaths may occurs in industries						sometimes the device may show wrong gas leakage levels						sometimes fixing of gas lines in industries feels difficult					
7 Opportunities	evacuating peoples in industries feels difficult when there occurs a leakage						cannot able to close the knob of the cylinder at a proper time						no measures are taken due to some external cases						if the program is not properly located in the device then the device may not be work					
	it keeps industries/ home safe against unexpected threat						it will provide you with 24/7 monitoring						The sensors do not drift or decay, ensuring accurate results over time.						it is Reliable technology					
8 Opportunities	Low maintenance and low operating costs						There is no poisoning or degradation of the instrument with long term exposure to a gas																	

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