

PROJECT DESIGN PHASE -II

CUSTOMER JOURNEY

TEAM ID	PNT2022TMID42437
PROJECT NAME	Hazardous Area Monitoring for Industrial Plant powered by IoT
MAXIMUM MARKS	4 marks

User journey

by the Design Team of Alexandria University

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. ⁽¹⁾

Hazardous Area Monitoring for Industrial Plant powered by IoT

1 Phases High-level steps your user needs to accomplish from start to finish.	User enters on site in the industrial complex	The user checks on the temperature of their current location	The user enters an area which is at a dangerously high temperature	The address are informed of the current state of the location
2 Steps Detailed actions your user has to perform	Smart beacon detects others the temperature of the area they are present in	Smart beacon detects others the temperature of the area they are present in	The industrial devices receive the data sent by the beacon when they enter the area	The user checks on the temperature of their current location
3 Feelings What your user might be thinking and feeling at the moment	Feeling of ease knowing they will be informed in case of any risks	Worry in case the location authority becomes unsafe	Worry in case the location authority becomes unsafe	Worry in case the location authority becomes unsafe
4 Pain points Problems your user runs into	Users don't have a quick way to know if they are in a safe environment	Users must constantly check the wearable device for signs of changes	Users being informed of the present danger authority with no warning	Users being informed of the present danger authority with no warning
5 Opportunities Potential improvements or enhancements to the experience	Make a sleek wearable device that the user can have at all times	Connect coding the wearable device into showing the user in the smart screen	Immediate warnings are sent out via SMS through an API to the user's mobile device	Users can also be informed in case changes are happening rapidly

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Feedback received