Project Design Phase-II Customer/User Journey Map

Gas leakage Monitoring and alerting system Date:08 october 2022 Team ID:PNT2022TMID06193 **SCENARIO Entice Extend Enter** Engage Browsing, booking, attending, and rating a What happens after the How does someone What do people What do people In the core moments local city tour experience is over? initially become aware typically experience experience as they in the process, what as the process finishes? of this process? begin the process? happens? checking for low Gaining knowlegde using GSM module Steps price and good about the Turn of the Proper fixing of a notification send quality products in measurements What does the person (or group) main supply gas tube to user online incase of leakage typically experience? it also send data to the gas leakage is node MCU send fixing the product detection the user data into cloud in the industries Proper Checking the the nob of cylinder Studing literature Searching websites/ is closed paper about gas apps for gas maintenance cylinder knob leakage monitoring immediately leakage protection Interactions feel secure when What interactions do they have at they are out of town their environment each step along the way? feel happy after feeling more safe in sharing their feels safe because feel comfortable wondering about positioning the feeling ease by fixing the problem surrounding after People: Who do they see or talk to? experience with notification are after knowing about new products product in desired finding the is easy after placing the product others delivered in time don't worry about secured product for based on the Places: Where are they? problem finding the cause environment shutdown of power problem their problem Things: What digital touchpoints or physical objects would they use? **Goals & motivations** final goal is to acheive gas leakage At each step, what is a person's immediate monitoring sending searching best the leakage is checking day to day to provide secure primary goal or motivation? precaution are monitoring the solution/device they feel safe after fixing monitored and alerting gas leakage in ("Help me..." or "Help me avoid...") environment to the time taken needed for their gas levels the working product to secure environment after detecting problem workers feel secure to work in their industries **Positive moments** the management to take immediate measures to What steps does a typical person eliminate harmful (and an ethernet shield module Keeping gas levels even fatal) fire blasts enables businesses to find enjoyable, productive, fun, an ethernet shield module loT sensors, modules, to embrace excellence and android application, conduct their in check helps motivating, delightful, or exciting? and reduce unnecessary and android application, software, and other operations in the IoT device informs the IoT solutions end-user about the end-user about the loT application development for gas detection is helpful! environmental conditions environmental conditions **Negative moments** sometime difficult to What steps does a typical person if there any indentify whether the sometime DC motor cannot able to close find frustrating, confusing, angering, technical problem if sensor take more leakage is due to evacuating people in the nob of cylinder not work properly external cause of device may show explosion may occur costly, or time-consuming? to sense fixing of gas line in industry feel difficult cylinder wrong gas leakage if the program is not inserted then the industry is difficult when leakage occur levels device may not work if buzzer didn't due to network sound there is great issue messages will due to external cases chance for tragedy delay Areas of opportunity How might we make each step sensor doesn't increased there is no environment in better? What ideas do we have? it provide 24/7 keep industry against drift, ensure accurate when leakage prevent the What have others suggested? explosion monitoring result