User journey

by the Design Team of Accenture Interactive NL

	People	Time	Difficulty
	2–9	30 min	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

Hazardous Area Monitoring for Industrial Plant powered by IoT

	Phase 1	Phase 2	Phase 3	Phase 4
Phases High-level steps your user needs to accomplish from start to finish	User enters an area 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 admins are informed of the current state of the location
Steps Detailed actions your user has to perform	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
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	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
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 suddenly with no warning	The admin having to make sudden and immediate decisions to ensure a large number of workers safety
Opportunities Potential improvements or enhancements to the experience	Make a sleek wearable device 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 device · 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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