



Story

Story

Smart Gas Governor

The idea behind this product is to help consumers using cooking gas cylinders to avoid leakage related disasters, monitor gas consumption and identify contamination.

Developing countries like India uses Cooking gas Cylinders for Household as well as Commercial usage in Kitchen. This cylinders are provided by private distributors with fixed standards i.e. weight & composition. There is always a chance of contamination of gas at distributor or supply personnel end. There are certain precautions which need to be kept for safe use of these cylinders like height w.r.t to stove, leakage.

Also consumers having one cylinder need to monitor consumed quantity to be able to place order for a refill.

LPG distributor on the other hand needs a system to view all complaints and provide immediate response.

Smart Gas Governor takes care of these issues with the help of

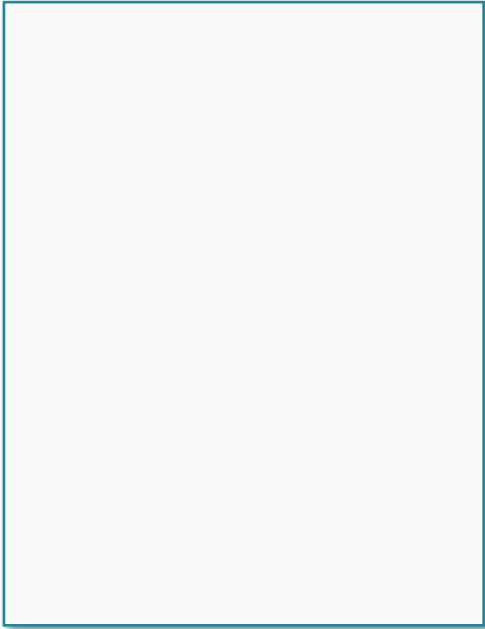
- Leakage Detector
- LPG Meter for Gas Measurement
- Altitude Sensor
- LPG Contamination Sensor



Persona 1

Explain the needs, goals, and pain points addressed

Persona – End User



Prachi

Homemaker

[I take care of kitchen and cooking gas is one thing which keeps me uncertain]

About

- 30 ,married , mom of two kids
- Takes care of house work
- Would like to better monitor LPG consumption and prevent any possible accidents.

Point of View

As a homemaker

I need a way to be able to track my LPG cylinder usage and check any cylinder issues so that I can make timely order and ask for replacements

Responsibilities

- All daily meals
- Ordering of Refill cylinder
- Receiving delivery of LPG Cylinders.
- Change stove, pipe etc. if needed.

Main Goals

- Monitor LPG usage
- Check Cylinder Placement
- ...
- ...


Needs

- Cylinder Leveler to show cylinder is placed correctly
- Contamination Alert
- Order alert
- Leakage alert

Pain Points

- Do not get lead time to order refill
- Unable to detect minor leakage
- Cannot Identify contaminated gas

User Experience Journey – Ordering LPG Gas Refill

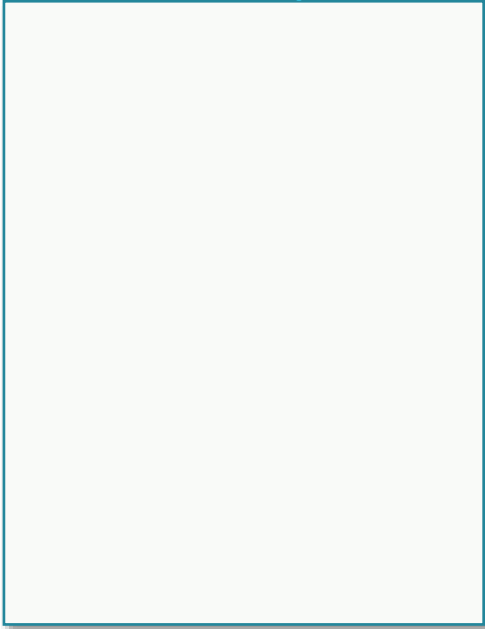
ACTIONS	<ul style="list-style-type: none"> • Enter kitchen & switch on LPG Gas knob 	<ul style="list-style-type: none"> • Light the stove to Cook Food • In case cylinder is empty, Order food from outside. 	<ul style="list-style-type: none"> • Order refill cylinder using app or call • Pay online or in cash 	<ul style="list-style-type: none"> • Receive refill delivery • Check Cylinder manually for leakage • Get Cylinder Installed 	<ul style="list-style-type: none"> • Cook Food 	
MINDSET	<ul style="list-style-type: none"> • Keep an eye for foul smell • 	<ul style="list-style-type: none"> • Keep an eye for foul smell • Worry about empty cylinder 	<ul style="list-style-type: none"> • This is repeat work for every month why can't a robot do it 😞 	<ul style="list-style-type: none"> • When will the delivery guy arrive? • Is the cylinder securely placed? 	<ul style="list-style-type: none"> • Finally some home food 	
FEELING						
TOUCH POINTS	<ul style="list-style-type: none"> • LPG Gas regulator 	<ul style="list-style-type: none"> • Gas Stove 	<ul style="list-style-type: none"> • Phone • Cash • Credit Card 	<ul style="list-style-type: none"> • Phone for follow up • LPG Cylinder 	<ul style="list-style-type: none"> • LPG Gas regulator • Gas Stove • Food ingredients 	

Persona 2

Explain the needs, goals, and pain points addressed



Persona – Helpdesk



Shankar

Service Helpdesk

[I have a widely distributed network, so need to optimize my resources and reach my customer efficiently]

About

- 30 ,married , Engineer
- Partner at ABC Gas Agency
- Improve customer satisfaction and avoid safety hazards

Point of View

As a Service Helpdesk Engineer

I need to be able to allocate and close tickets ASAP so that customer satisfaction increases

Responsibilities

- Issue new connections and Refills
- Assign job sheet to Technician
- Allocate Technician
- Order Parts

Main Goals

- Reduce ticket volume
- Quick Response



Needs

- Intelligent Dashboard to view Tickets
- Priority wise segregation
- Area wise Segregation
- Technician resource Plan inbuilt in Dashboard

Pain Points

- Technician is not available
- Part not Available
- Ticket not prioritized

User Experience Journey – Service Management

ACTIONS	<ul style="list-style-type: none"> • Log on Portal • View Ticket database 	<ul style="list-style-type: none"> • Sort and Filter Tickets area wise & issue wise 	<ul style="list-style-type: none"> • Assign Ticket, but Technician is already overloaded • Search another Technician 	<ul style="list-style-type: none"> • Print job sheet • Handover Job sheet to Technician 	<ul style="list-style-type: none"> • Close the ticket 	
MINDSET	<ul style="list-style-type: none"> • Let's assign all pending tickets • Hope all parts are available 	<ul style="list-style-type: none"> • Need to have pre-sorted and filtered data • Search for High priority ticket 	<ul style="list-style-type: none"> • Overloaded Technician should not be shown 	<ul style="list-style-type: none"> • Lots of paper wasted • Printed data not dynamic 	<ul style="list-style-type: none"> • Real time check with customer device would be helpful 	
FEELING						
						
TOUCH POINTS	<ul style="list-style-type: none"> • Ticket management Portal 	<ul style="list-style-type: none"> • Ticket management Portal 	<ul style="list-style-type: none"> • Ticket management Portal 	<ul style="list-style-type: none"> • Ticket management Portal • Technician 	<ul style="list-style-type: none"> • Ticket management Portal 	



Prototype

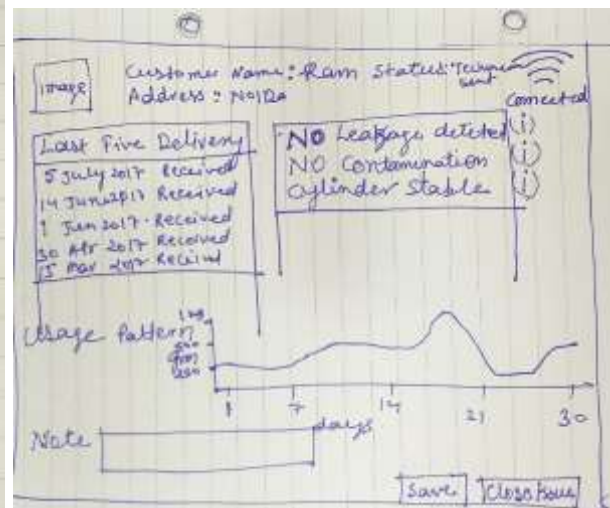
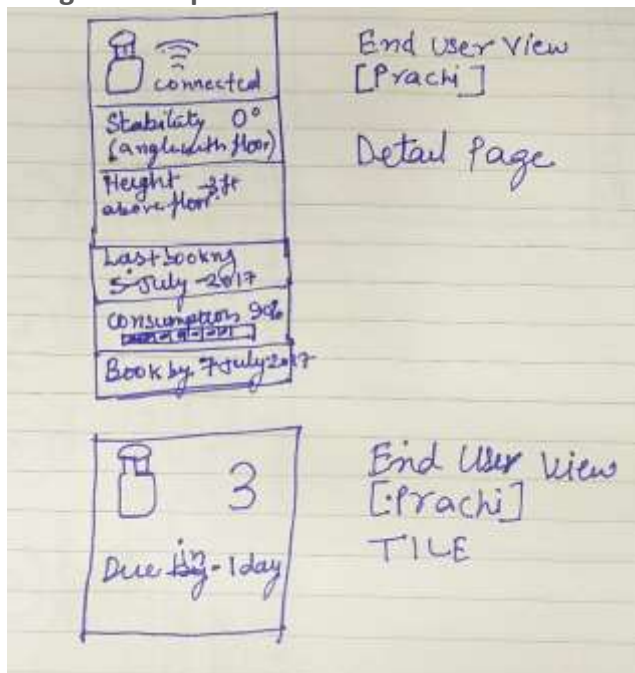
Prototype screens for an IoT application to solve your PoV

You can use this space to insert your mockup(s):

Build Link

https://standard.build.me/prototype-editors/api/public/v1/snapshots/193f735ed24af6c80e1fa4a1/artifacts/latest/index.html#/launch_page

Rough Mockups Below



⊙ Cust ~~Detail~~ View [Distributor] ⊙

Image

- (5)
Gurgaon
- (7)
Delhi
- (2)
NOIDA
- (4)
Ghaziabad

customer	Issue	status	Address	Technician
✓ Ram	Leakage	Technician Sent	Noida	Roshan
Donald	Refill	Order booked	Delhi	Rahim
Mark	Leakage	closed	Ghaziabad	Sonali
				Select