

Entice Enter **Extend** Engage How does someone What do people What do people In the core moments experience is over? initially become aware typically experience experience as they in the process, what Document an existing experience as the process finishes? of this process? begin the process? happens? Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone As you add steps to the typically experiences, then add detail to each of the other rows. experience, move each these "Five Es" the left or right depending on the scenario you are documenting. Steps **SCENARIO Knowing** information Accessing What does the person (or group) Surfing **Visiting Website** Fire control Quick Access typically experience? Details Browsing, booking, sensor control attending, and rating a local city tour The customer gets Most of the people the entire detail Notification will come to know The imported sensor about the app By using this we can Browsing app Set up and accessing are always watching control the spread of adout the fire control measure No cause is much easy the system keenly the fire management app Once the fire is detected the The customer will be The customer At once the fire is able to access the customer receives Feeling easy to Once the notification will gather At the initial stage the fire management detected the alarm the notification All the properties will the detail all access the webpage is received to the control and and notification is be safe at a sudden prevention is done to prevention is done received avoid causes Interactions he customers need The we can suggest At first people come What interactions do they have at Create a personal a easy way to The sensors provide the customer to enro with some queries each step along the way? The sensors imported website for them Fire prevention is the app The ignition stage is notification through in the Technical setup made easy People: Who do they see or talk to? is connected sensed mail or message Places: Where are they? Things: What digital touchpoints or physical objects would they use? The people want to Can set up the control the fire technical setup for accidents the customers **Goals & motivations** The notification The access is made The sendors in the The customer At each step, what is a person's directly allows the The customer wants The customers login The customer wants through the primary goal or motivation? The customer installs monitors the technical technical set up is to save the extinguishers to to prevent fire with a website to ("Help me..." or "Help me avoid...") the fire management notification correctly properties from fire control connected to the app set up access **Positive moments** The customer What steps does a typical person At once the The customers are The customer quickly find enjoyable, productive, fun, The prevention is feels good The customers are The customers are prevention is started active to set up the motivating, delightful, or exciting? access the message They can navigate done with the help of happy to approach with the the control measures enrolled with the app technical setup easily the website the notification are completed fast solution **Negative moments** The customer are not The customer wanted The customer The customers are The customer needs The customer are What steps does a typical person willing to study the to safeguard every The customer is questions him/ not patient enough keep on trying the support at the same some customer are find frustrating, confusing, angering, use of the properties without fail doubtful first herself that they completely to set the money conscious time afraid costly, or time-consuming? components technical set up alone manage it

What happens after the

Recommend

Handle well

Benefits

After the experience The monitoring system should be

others will be suggested to use this handled well

Once the customer touched the notification the control measures starts

The fire extinguisher will automatically turn

With the help of proper intimation the notification is accessed

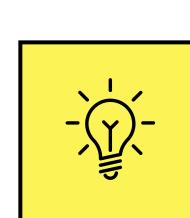
Fire is completely controlled

The fire is totally controlled

All the lives and properties are safe

They are not aware of the notification

Once the customer is aware of the notification he can overcome his problem faster



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Once the customer started to find the solution he should implement it without fail

The customer should use the product without any hesitation The implementation should be done faster

The monitoring sensors should be connected to the app

The customer should The web app should be aware of the access the email or message access message

The sensor once given the activation should control the fire

The extinguishers functionate to prevent the entire property

The customer should reveal the true factor of the product

The reach of the product can be made with the proper control