Customer journey map:Industry-specfic intelligent fire management system
Team ID:PNT2022TMID29910

SCENARIO	Entice	Enter	Engage	Exit	Extend
Browsing , booking, attending, and rating a local city tour	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?

Steps — What does the person (or group) typically experience?

	Entice	Enter	Engage	Exit	Extend
	Through website / Online Register form	Effective fire management	based on the temperature sensor exhaust fans switched on	It will send message	Alters management and fire

Interactions — What interactions do they have at each step along the way?
People: Who do they see or talk to?
Places: Where are they?
Things: What digitaltouchpoints or physical objects would they use?

	Entice	Enter	Engage	Exit	Extend
	Mainly for industries	Enter the details about industry	Industrial domain should be mentioned	Select the product for their safety needs	Choose the Real time detecting products

Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me…"or "Help me avoid…")

	Entice	Enter	Engage	Exit	Extend
	Address the fire breakouts in buildings	Prevents fire incidents	Detects the gas	Monitor the fire causing parameters	Continuous safety upgradation

Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

	Entice	Enter	Engage	Exit	Extend
	Safety towards fire errors	Peaceful work environment	Not be afraid of fire damages	Relief from Human Manual detection	Highly secured

Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

	Entice	Enter	Engage	Exit	Extend
	Issue in wireless connection	Prediction indefinite	Accurate data values not obtained	Error in updating	Sometimes doesn't right information

Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?

	Entice	Enter	Engage	Exit	Extend
	Sensing devices	Ensure right maintenance	Updating the process	User friendly	Environmental safe product