

## Document an existing experience

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 typically experiences, then add detail to each of the other rows.

Early detection of forest fire

What interactions do they have at

Places: Where are they?

**Goals & motivations** 

primary goal or motivation?

**Positive moments** 

What steps does a typical person find enjoyable, productive, fun,

**Negative moments** 

costly, or time-consuming?

Areas of opportunity

How might we make each step

better? What ideas do we have?

What steps does a typical person

find frustrating, confusing, angering,

At each step, what is a person's

("Help me..." or "Help me avoid...")

motivating, delightful, or exciting?

People: Who do they see or talk to?

Things: What digital touchpoints or

physical objects would they use?

each step along the way?

and alerting the forest

**Entice** 

How does someone

of this process?

initially become aware

Illegal and unauthorized campfires inside the forest region which is left unattended may also cause fire.

**Forest Fire Officers** 

Cameras and

Cost the life of wilflifes.

Set the cameras at

most places where

all forest area

should cover.

The smoke from the fire affects the lungs

The roads and

pathway around the forest will be blocked.

Inventing the alarm systems which alerts the

specific departments on

detection of fire.

**SCENARIO** 

Browsing, booking, attending, and rating a local city tour

## Project Design Phase-II Customer Journey

	Date Team ID Project Name	16 October 2022 PNT2022TMID08041 Emerging methods for early	detection of forest fires.	
Enter  What do people experience as they begin the process?		Engage In the core moments in the process, what happens?	Exit  What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Fire spreading over fastly.  Cameras that captures the forest fire.	Emission of large amount of carbon dioxide.	Finding what caused the fire and how it is are spreading.	A big relaxation and relief.  Thinks to increase the security checkings.  Becomes more alert and aware much as before.  Will become more keen on surveillance.	May feel guilt of not being attentive when the fire started.
Fire extinguishers.  By spilling water.	Removing the fuel ie.dried remaining of trees.  And also by adding wet trees or green leaves which will not let the fire to grow.	Videos captured by cameras will be analysed by CNN spreading very fast. model for the fire.	Reason for the forest fire.  How fast the fire is controlled.	Area of damage.  Ways to overwhelm the loss.
Making the necessary arrangements for water or fire extinguisher to cool down the fire.		The primary goal is to avoid further spreading of fire in nearby areas.  Saving the wild animals from burning fire.	To cope up the fear and recover from the effects of the forest fire.	To provide the awareness to people about the seriousness and effects of wildfire through social medias or other patforms.

Has a thought of finding the root cause of fire to prevent similar cases.

Providing Medical Facilities for injured

animals, birds and

They realize their actual potential and

Soil erosion and deforestation.

relief and tranquilly after
we stopped the forest
fire from spreading
further.

Can cause serious
traumas and
psychological issues in
the person and wild
animals.

who helps to restore

the same

the environment.

Results in decrease in rainfall and poor quality air to breath.

Getting proper guideness and support from environmentalist

and organisation.

They portray a strong patriotism for their country when

Block the roadways

to the forest which