

Project Phase II

Customer Journey Map

Date : 08 October 2022

Team ID: PNT2022TMID53587

Project Name: Industry Specific Intelligent Fire Management System

Maximum Marks: 4 Marks

Customer Journey Map:

Prepare the customer journey maps to understand the user interfaces and experiences with the application.

WHAT A industrial specific fire management system alerts people when fire-related emergencies are detected. This is activated automatically from smoke detectors and heat detectors	AFFECT <ul style="list-style-type: none"> • minimize the damage caused by fire outbreaks • early detection • real time monitoring
EFFECT <ul style="list-style-type: none"> • minimize the damage caused by fire outbreaks • Shorten recovery time • Save lives 	UNIQUE SELLING POINT <ul style="list-style-type: none"> • passive fire protection, • early detection, • real time monitoring system, • specific mitigation methods for electrical and mechanical emergencies
CUSTOMER/ CONSUMER <ul style="list-style-type: none"> • Customer can be industry owners, employees, clients • Public places such as industries, institutions, hospitals etc 	SCALING FACTOR 1st year: 10 factories 2nd year: 50 factories 2rd year: 100 factories

