

Customer Journey Map

| | Add the customer journey phase here | Example: "Onboarding" | Journey Phase | Journey Phase | Remarks if any |
|---|---|--|--|---|------------------------------|
| User Actions (Activities) | The customer can access the alarm. | During the fire the authorities can be alerted using one or multiple alarms. | The customer can access the data sets. | The customer can request any changes. | Good addition. |
| Touchpoints (Interaction Points) | The customer can access the info using GEE | All the geographical data can be obtained. | Different kinds of data sets can be available. | Location access is easy. | Developed and updated model, |
| Sentiments (Thought Bubbles) | Fear can be eradicated. | Prevention can be carried out. | Protection can be delivered. | A sense of security can be promised. | Very secure. |
| Emotions (Mood Meter) | A sense of familiarity is achieved. | Help and care is rendered. | Protection and care. | Future disasters can be prevented. | Socially beneficial. |
| Possible Solutions (Opportunities to improve the experience) | Can be expanded to various other locations. | The project can become global. | The project can be sanctioned. | It can become potential disaster control mechanism. | Very potential and capable. |