

Project Design Phase-II

Customer journey map

Team ID:PNT2022TMID07157

Project Name: Project - Industry-specific intelligent fire management system



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.

TIP
As you add steps to the experience, move each these "Plus" to the left or right depending on the scenario you are documenting.

Scenario Browsing, looking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	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?
Steps What does the person (or group) typically experience?	Browsing app Visiting Website Surfing Details Having easy to access the website	Quick Access Screen control Control measures At once the fire is detected the users watching the system closely	Fire control Safety Surfing Details All the properties will be safe	Knowing Information Notification Accessing The customer will be able to access the fire management	Document Benefits Normally well After the experience others will be suggested to use this app
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 digital touchpoints or physical objects would they use?	The customer used a easy way to access the fire The people want to control the fire accidents At first people come with some question	The customer used a easy way to access the fire The people want to control the fire accidents	The sensors, especially the thermal setup is connected The ignition stage is started The system provides notification through mail or message	The customer used a easy way to access the fire The people want to control the fire accidents At first people come with some question	Once the customer finished the software the customer receives advice The fire prevention is made easy The subsequence will automatically start on
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	The customer wants to prevent The customer wants to save the properties from the	The customers are not willing to study the use of the components Some customers are the money conscious	The access is not straightforward currently The notification directly shows the settings/options to control	The customer wants to prevent The customer wants to save the properties from the	The notification directly shows the subsequence to control The access is not through the notification currently
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The customer feels happy to approach	The customer feels happy to approach	The customer quickly access the message easily	The customer feels happy to approach	This is completely is completed
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The customer is questions that happen that they can never manage it	The customer is questions that happen that they can never manage it	The customer is questions that happen that they can never manage it	The customer is questions that happen that they can never manage it	All the lines and properties are safe
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	The customer should use the product without any hesitation Since the customer should be more confident to use it	The user can always access the email or message The customer should be aware of the message access	The user can always access the email or message The customer should be aware of the message access	The customer should use the product without any hesitation Since the customer should be more confident to use it	The customer should use the product without any hesitation Since the customer should be more confident to use it