



Guiding the fire management

SCENARIO

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

		Entice	Enter	Engage	<div>TIP</div> <div>As you add steps to the experience, move each these “Five E.” to the left or right depending on the scenario you are documenting.</div> <div>Exit</div>	Extend
		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?	<div>Browsing app</div> <div>Visiting Website</div> <div>Surfing Details</div> <div>Many people will come to learn fire security management app</div> <div>easy to see the webpage</div> <div>The customer will gat the detail all at a sudden</div>	<div>Knowing information</div> <div>Accessing</div> <div>Notification</div> <div>The customer gets details through the app</div> <div>The customer can access the fire management app</div> <div>Once the fire is detected the customer receives the notification</div>	<div>Quick Access</div> <div>Sensor control</div> <div>Control measures</div> <div>if once the fire is detected then alarm and notify to person received</div> <div>The main sensors are watching the system</div> <div>Once the notification is received to the customer the prevention is done</div>	<div>Fire control</div> <div>Safety</div> <div>No cause</div> <div>By using this we can control the fire alarm</div> <div>All the properties will be safe</div> <div>At the initial stage the control and prevention is done to avoid causes</div>	<div>Recommend</div> <div>Benefits</div> <div>Handle well</div> <div>After the experience others will be suggested to use this app</div> <div>Set up and accessing is much easy</div> <div>The monitoring system should be handled well</div>
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?	<div>At first people come with some question</div> <div>people need to control the fire accidents</div> <div>The customers need a best way to overcome this</div>	<div>we can suggest the customer to the application</div> <div>Create a personl website for them l</div> <div>set the technical support for the customers</div>	<div>[connect with a person]</div> <div>[Interaction with a person]</div> <div>[do with aperson]</div>	<div>Main sensors technical setup in connected</div> <div>The ignition stage is noted</div> <div>The sensors give message through mail</div>	<div>When customer touched the notification thne measures starts</div> <div>The extinguishers will automatically switch on</div> <div>The fire prevention is very easy</div>
Goals & motivations	At each step, what is a person’s primary goal or motivation? (“Help me…” or “Help me avoid…”)	<div>The customer wants to proctet from fire</div> <div>The customer wants to protect the properties from fire</div>	<div>The customer installs the fire management application</div> <div>The customers login through websites</div>	<div>Customers are watch the technical problem</div> <div>technical set up is connected to the app</div>	<div>The access is made though the notification</div> <div>The notification directly allows the examine to fire</div>	<div>With the help of proper intimation the notification is accessed</div> <div>Fire is controlled</div>
Positive moments	What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>The customers are happy to use</div> <div>The customer happy with the solution</div>	<div>customers are active to set up the tproblem</div> <div>The customers are use the app</div>	<div>customer can navigate the website</div> <div>The prevention is done with the notification</div>	<div>The customer quickly y access the message easily</div> <div>once the prevention is started the control work completed fast</div>	<div>The fire is totally controlled</div> <div>All the lives and properties are safe</div>
Negative moments	What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>The customer have doubtful</div> <div>The customer questions him/her alone manage it</div>	<div>The customer needs help at the same time</div> <div>The customers are not patient enough to completely set the technical set up</div>	<div>The customers are not willing to study the use of the components</div> <div>Some customers are money conscious</div>	<div>The customers are keep going trying the webpage</div> <div>The customers want to safeguard properties fail</div>	<div>They are not work</div> <div>Once the customer is aware of the notification he can overcome his problem faster</div>
Areas of opportunity	How might we make each step better? What ideas do we have? What have others suggested?	<div>Once the customer started to find the solution he should implement it without fail</div> <div>The customer should use the product without any hesitation</div>	<div>The implementation should be done faster</div> <div>The monitoring sensors should be connected to the app</div>	<div>The web app should access the email or message</div> <div>The customer should be aware of the message access</div>	<div>The sensors once given the activation should control the fire</div> <div>The extinguishers should automatically functionate to prevent the entire property</div>	<div>The customer should reveal the true factor</div> <div>The reach of the product can be made</div>