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**[ step ]**



Guiding the fire management



**SCENARIO**

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