Project Design Phase-II
CUSTOMER JOURNEY MAP

Date	31October 2022
Team ID	PNT2022TMID26511
Project Name	Industry -Specific intelligent fire management system
Maximum Marks	4 Marks

User Journey Map

User Journey Maps give an overview of the customer experience. How do you want your business to reach users?

JOURNEY STEPS	LOOKING FOR THE REQUIRED PRODUCT	PRODUCT DEMANDS	GET STARTED WITH THE PRODUCT	FEEDBACK SHARING
ACTION	The product should prevent the fire accidents	The product should monitor the respective environment continuously	The recorded data is analyzed and checked for accuracy	Share the feedback in a regular basis to prevent the occurence of errors
CUSTOMER THOUGHTS	The product should br efficient and it should monitor continuosly the temperature ,flame and gases	The product should turn on exhaust fans if any gas detected in the respective area	The product should works in real time and it should be efficient for the customer	Give suuggestions to improve the product
TOUCH POINT	The customer should be statisfied with the real time functioning of the product	The product should prevent the assets of the owner from the fire accident	As the earlier precautions the users should be notified with SMS	The overall product should be analysed
CUSTOMER FEELINGS				
OPPURTUNITIES	The customer undrstands the process of the product	The customer will aware of exsisting products	The customer will know the performance and efficiency of the product	The customer enjoys and statisfied with the product