

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Browsing app</div> <div>Making people aware of the fire management system</div> <div>Visiting Website</div> <div>Giving access to the webpage and the browser</div> <div>Surfing Details</div> <div>The customer will get the details instantly</div>	<div>Cautious about the information</div> <div>Accessing</div> <div>Customer must be aware of complete details of the app</div> <div>Notification</div> <div>The customer should be able to access the fire management</div> <div>The customer should be notified once any fire is detected</div>	<div>Quick access</div> <div>Notification must be sent as soon as the fire is detected by the alarm</div> <div>Sensor control</div> <div>The sensors are always in active state</div> <div>Control measures</div> <div>Once the customer is notified preventive action is taken</div>	<div>Fire control</div> <div>Using this fire spread can be controlled</div> <div>Safety</div> <div>The applied properties are safe and secure</div> <div>No cause</div> <div>At the initial stage control and prevention is taken to avoid causes</div>	<div>Recommend</div> <div>This app can be suggested to others after experiencing</div> <div>Benefits</div> <div>Easy steps to install and usage</div> <div>Handle well</div> <div>The monitoring system should be handled well</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div> <div>People: Who do they see or talk to?</div> <div>Places: Where are they?</div> <div>Things: What digital touchpoints or physical objects would they use?</div> </div>	<div>In the initial stage people arise with some queries</div> <div>Customers needs to control the fire accidents</div> <div>An easy and usable way has to be suggested</div>	<div>An app can be suggested to the customer</div> <div>Create a personal website for the customer</div> <div>Technical Setup is made for the customers</div>	<div>Interaction with a person</div> <div>Interaction between the person and the fire alarm</div> <div>Prevention taken immediately</div>	<div>The sensors are imported in the technical setup and connected</div> <div>The threshold value is sensed</div> <div>The sensors provide the notification through a mail or message</div>	<div>Once the customer clicks notification, control measure starts</div> <div>The extinguishers will automatically turn on</div> <div>Fire prevention is made easy</div>
<div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>The main goal is to prevent fire accidents</div> <div>The losses due to fire accidents have to be avoided</div>	<div>The fire management app is installed by the customer</div> <div>Login is made and accessed by the customer</div>	<div>The customer monitors the technical setup</div> <div>The main user is been linked to the app</div>	<div>The access is made through the notification correctly</div> <div>The notification directly allows the extinguishers to control</div>	<div>With the help of proper intimation, the notification is accessed</div> <div>Fire is completely controlled</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>The customers are happy to approach</div> <div>The solutions are satisfied by the customers</div>	<div>The customers are active to make the technical setup</div> <div>The customers are enrolled with the app</div>	<div>They can navigate the website</div> <div>The prevention is done with the help of notification</div>	<div>The customers quickly access the message easily</div> <div>Control measures are made fast as soon as the prevention is started</div>	<div>The fire is totally controlled</div> <div>All the losses due to fire accidents are avoided</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>The customer is not perfect in the implementation</div> <div>The customer questions him/herself about managing it alone</div>	<div>The customer needs support at the same time</div> <div>The customers are not patient enough to complete the technical setup</div>	<div>The customers are not ready to know about the use of components</div> <div>Some customers are money conscious</div>	<div>The customers must keep trying in the webpage</div> <div>The customers must keep the losses away without fail</div>	<div>They are not aware of the notification</div> <div>Once the customer if notified prevention is made fast</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Once the customer finds solution, implementation must be done 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 activated must function properly</div> <div>The extinguishers should automatically function to prevent the entire properly</div>	<div>The customer should reveal the true factor of the product</div> <div>The maximum reach of the product can be made by proper control</div>