CUSTOMER JOURNEY MAP: INDUSTRY SPECIFIC – INTELLIGENT FIRE MANAGEMENT SYSTEM

Team ID: PNT2022TMID16363

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?

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?

	Entice	Enter	Engage	Exit	Extend
Steps — What does the person (or group) typically experience?	Through message	Effective Fire Management / Online Register Form	Based on temperature sensor it exhaust fans switch ON.	Sends messages	Alerts the Fire station and Management.
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?	It is mainly used for industries	Collects the database about industries.	Industrial domain should be mentioned	Select the product for their safety needs	Choose the Real time detecting products
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me…"or "Help me avoid…")	Address the fire breakout in industries.	Prevent Fire Accidents.	Detects gas.	Monitoring fire causing parameters.	Continuous safety upgradation.
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Safety towards fire systems and fire errors.	Peaceful Environment	Not to be afraid of fire damages.	Relief from Human Manual Detection System.	Highly secured
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Issues in wireless connection	Indefinite Predictions.	Accurate data are not obtained	Error in updating	Sometimes doesn't right information
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	Sensing the Devices	Ensure correct maintenance	Process updation	User friendly	Environmental safe product