

# Customer journey map:Industry-specfic intelligent fire management system

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<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>		Through website	Online Register form	Effective fire management	based on the temperature sensor exhaust fans switched on	It will send message	Alters management and fire
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>People:</div>Who do they see or talk to?</div> <div><div>Places:</div>Where are they?</div> <div><div>Thing s:</div>What digitaltouchpoints or physical objects would they use?</div>		Mainly for industries	Enter the details about industry	Industrial domain should be mentioned	Select the product for their safety needs	Choose the Real time detecting products	
<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>		Address the fire breakouts in buildings	Prevents fire incidents	Detects the gas	Monitor the fire causing parameters	Continuous safety upgradation	
<div>Positive moments</div> <div>What steps does a typicalperson find enjoyable, productive, fun, motivating, delightful, or exciting?</div>		Safety towards fire errors	Peaceful work environment	Not be afraid of fire damages	Relief from Human Manual detection	Highly secured	
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>		Issue in wireless connection	Prediction indefinite	Accurate data values not obtained	Error in updating	Sometimes doesn't right information	
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>		Sensing devices	Ensure right maintenance	Updating the process	User friendly	Environmental safe product	