Industry-specific intelligent fire management

SCENARIO

Browsing, booking, attending, and rating a local city tour

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?

Steps
What does the person (or group) typically experience?

Entice	Enter	Engage	Exit	Extend
Browsing app / **Visiting Website** / **Surfing Details**	**Knowing information** / **Accessing** / **Notification**	**Quick Access** / **Sensor control** / **Control measures**	**Fire control** / **Safety** / **No cause**	**Recommend** / **Benefits** / **Handle well**
Most of the people will come to know about the fire management app / Feeling easy to access the webpage / The customer will gat the detail all at a sudden	The customer gets the entire details about the app / The customer will be able to access the fire management / Once the fire is detected the customer receives the notification	At once the fire is detected the alarm and notification is received / The imported sensors are always watching the system keenly / Once the notification is received to the customer the prevention is done	By using this we can control the spread of the fire / All the properties will be safe / At the initial stage the control and prevention is done to avoid causes	After the experience others will be suggested to use this app / Set up and accessing is much easy / The monitoring system should be handled well

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?

Entice	Enter	Engage	Exit	Extend
At first people come with some queries / The people want to control the fire accidents	The we can suggest the customer to enroll the app / Create a personal website for them	[Interaction with a person] / [Interaction with a person]	The sensors imported in the technical setup is connected / The ignition stage is sensed	Once the customer touched the notification the control measures starts / The extinguishers will automatically turn on
	The customers need a easy way to overcome the fire	Can set up the technical setup for the customers	[Interaction with a person]	The sensors provide notification through mail or message	The fire prevention is made easy

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Entice	Enter	Engage	Exit	Extend
The customer wants to prevent fire / The customer wants to save the properties from fire	The customer installs the fire management app / The customers login with a website to access	The customers monitors the technical set up / The sendors in the technical set up is connected to the app	The access is made though the notification correctly / The notification directly allows the extinguishers to control	With the help of proper intimation the notification is accessed / Fire is completely controlled

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Entice	Enter	Engage	Exit	Extend
The customers are happy to approach / The customer feels good with the solution	The customers are active to set up the technical setup / The customers are enrolled with the app	They can navigate the website / The prevention is done with the help of the notification	The customer quickly access the message easily / At once the prevention is started the control measures are completed fast	The fire is totally controlled / All the lives and properties are safe

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Entice	Enter	Engage	Exit	Extend
The customer is doubtful first / The customer questions him/ herself that they can alone manage it	The customer needs support at the same time afraid / The customers are not patient enough to completely set the technical set up	The customers are not willing to study the use of the components / Some customers are money conscious	The customers are keep on trying the webpage / The customers wanted to safeguard every properties without fail	They are not aware of the notification / Once the customer is aware of the notification can overcome his problem faster

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

Entice	Enter	Engage	Exit	Extend
Once the customer started to find the solution he should implement it without fail / The customer should use the product without any hesitation	The implementation should be done faster / The monitoring sensors should be connected to the app	The web app should access the email or message / The customer should be aware of the message access	The sensors once given the activation should control the fire / The extinguishers should automatically functionate to prevent the entire property	The customer should reveal the true factor of the product / The reach of the product can be made with the proper control