

Customer journey map:Industry-specific intelligent fire management system

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| <div><div><div>SCENARIO</div><div>Browsing , booking, attending, and rating a local city tour</div></div><div><div>Entice</div><div>How does someone initially become aware of this process?</div></div><div><div>Enter</div><div>What do people experience as they begin the process?</div></div><div><div>Engage</div><div>In the core moments in the process, what happens?</div></div><div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div><div><div>Extend</div><div>What happens after the experience is over?</div></div></div> | | | | | | |
|--|---|----------------------|----------------------------------|--|---|---|
| <div><div>Steps</div><div>What does the person (or group) typically experience?</div></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><div>Interactions</div><div>What interactions do they have at each step along the way?<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></div></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><div>Goals & motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..."or "Help me avoid...")</div></div> | Address the fire breakouts in buildings | | Prevents fire incidents | Detects the gas | Monitor the fire causing parameters | Continuous safety upgradation |
| <div><div>Positive moments</div><div>What steps does a typicalperson find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div> | Safety towards fire errors | | Peaceful work environment | Not be afraid of fire damages | Relief from Human Manual detection | Highly secured |
| <div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div> | Issue in wireless connection | | Prediction indefinite | Accurate data values not obtained | Error in updating | Sometimes doesn't right information |
| <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> | Sensing devices | | Ensure right maintenance | Updating the process | User friendly | Environmental safe product |