# CUSTOMER JOURNEY MAP: INDUSTRY SPECIFIC - INTELLIGENT FIRE MANAGEMENT SYSTEM

## Team ID:PNT2022TMID29941

SCENARIO

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



#### **Entice**

How does someone initially become aware of this process?



#### What do people experience as they

begin the process?

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### Engage

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?

Through message

Effective Fire Management

Online Register Form

Based on temperature sensor it exhaust fans switch ON.

Sends messages Alerts the Fire and station 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?

Thing s: What digitaltouchpoints or physical objects would they use?

It is mainly used for industries

the

breakout in industries.

fire

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...")

Prevent Fire Accidents.

Detects gas.

Monitoring fire causing parameters.

Continuous safety upgradation.

(-T)

Safety towards fire systems and fire errors.

Address

Peaceful

Environment

Not to be afraid of fire damages.

Relief from Human Manual Detection System.

Highly secured

Positive moments

What steps does a typical person find enjoyable, productive, fun, notivating, delightful, or exciting?

in Issues wireless connection

Indefinite Predictions.

Accurate data are not obtained

Error in updating Sometimes doesn't right information

Negative moments

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

> Sensing the **Devices**

Ensure correct maintenance

Process updation

User friendly **Environmental** safe product

Areas of opportunity

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