



Guiding the fire management

SCENARIO

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

	<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>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Browsing app</div><div>Most of the people will come to know about the fire management app</div></div> <div><div>Visiting Website</div><div>Feeling easy to access the webpage</div></div> <div><div>Surfing Details</div><div>The customer will gat the detail all at a sudden</div></div>	<div><div>Knowing information</div><div>The customer gets the entire details about the app</div></div> <div><div>Accessing</div><div>The customer will be able to access the fire management</div></div> <div><div>Notification</div><div>Once the fire is detected the customer receives the notification</div></div>	<div><div>Quick Access</div><div>At once the fire is detected the alarm and notification is received</div></div> <div><div>Sensor control</div><div>The imported sensors are always watching the system keenly</div></div> <div><div>Control measures</div><div>Once the notification is received to the customer the prevention is done</div></div>	<div><div>Fire control</div><div>By using this we can control the spread of the fire</div></div> <div><div>Safety</div><div>All the properties will be safe</div></div> <div><div>No cause</div><div>At the initial stage the control and prevention is done to avoid causes</div></div>	<div><div>Recommend</div><div>After the experience others will be suggested to use this app</div></div> <div><div>Benefits</div><div>Set up and accessing is much easy</div></div> <div><div>Handle well</div><div>The monitoring system should be handled well</div></div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div>At first people come with some queries</div><div>The people want to control the fire accidents</div><div>The customers need a easy way to overcome the fire</div></div>	<div><div>The we can suggest the customer to enroll the app</div><div>Create a personal website for them</div><div>Can set up the technical setup for the customers</div></div>	<div><div>[ Interaction with a person ]</div><div>[ Interaction with a person ]</div><div>[ Interaction with a person ]</div></div>	<div><div>The sensors imported in the technical setup is connected</div><div>The ignition stage is sensed</div><div>The sensors provide notification through mail or message</div></div>	<div><div>Once the customer touched the notification the control measures starts</div><div>The extinguishers will automatically turn on</div><div>The fire prevention is made easy</div></div>
<div></div> <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>	<div><div>The customer wants to prevent fire</div><div>The customer wants to save the properties from fire</div></div>	<div><div>The customer installs the fire management app</div><div>The customers login with a website to access</div></div>	<div><div>The customers monitors the technical set up</div><div>The sendors in the technical set up is connected to the app</div></div>	<div><div>The access is made though the notification correctly</div><div>The notification directly allows the extinguishers to control</div></div>	<div><div>With the help of proper intimation the notification is accessed</div><div>Fire is completely controlled</div></div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>The customers are happy to approach</div><div>The customer feels good with the solution</div></div>	<div><div>The customers are active to set up the technical setup</div><div>The customers are enrolled with the app</div></div>	<div><div>They can navigate the website</div><div>The prevention is done with the help of the notification</div></div>	<div><div>The customer quickly access the message easily</div><div>At once the prevention is started the control measures are completed fast</div></div>	<div><div>The fire is totally controlled</div><div>All the lives and properties are safe</div></div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>The customer is doubtful first</div><div>The customer questions him/ herself that they can alone manage it</div></div>	<div><div>The customer needs support at the same time afraid</div><div>The customers are not patient enough to completely set the technical set up</div></div>	<div><div>The customers are not willing to study the use of the components</div><div>Some customers are money conscious</div></div>	<div><div>The customers are keep on trying the webpage</div><div>The customers wanted to safeguard every properties without fail</div></div>	<div><div>They are not aware of the notification</div><div>Once the customer is aware of the notification he can overcome his problem faster</div></div>
<div></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><div>Once the customer started to find the solution he should implement it without fail</div><div>The customer should use the product without any hesitation</div></div>	<div><div>The implementation should be done faster</div><div>The monitoring sensors should be connected to the app</div></div>	<div><div>The web app should access the email or message</div><div>The customer should be aware of the message access</div></div>	<div><div>The sensors once given the activation should control the fire</div><div>The extinguishers should automatically functionate to prevent the entire property</div></div>	<div><div>The customer should reveal the true factor of the product</div><div>The reach of the product can be made with the proper control</div></div>

TIP

As you add steps to the experience, move each these “Five E.” the left or right depending on the scenario you are documenting.