

## Industry-Specifc Intelligent Fire Management System

Customer Journey Map

SCENARIO  When a fire is detected, sprinklers are activated instantly, and authorities are contacted.	Entice  How does someone initially become aware	Enter What do people	Engage In the core moments	Exit  What do people	Extend  What happens after the
	initially become aware of this process?	experience as they begin the process?	in the process, what happens?	typically experience as the process finishes?	experience is over?
Steps What does the person (or group) typically experience?	Browsing Visit website or Browsing application application details	Information about the app  Alert Notification	Immediate action Sensor Preventive measures	Fire control Safety	Recommend Advantages
	Making customer    aware of the    intelligent fire    management    system  Allow access to    receive the    information    instantly.	The customer should be aware of all of the app's features.  The fire management system will be detected by the customer.  When a fire is discovered, the customer is notified.	There must be a prompt constantly notification of an alert.  The sensors are constantly functioning.  The protective measures are implemented right away.	It is possible to limit the spread of a fire.  Customer feels secure	The user may suggest this app to others.
Interactions  What interactions do they have at each step along the way?	People start off by asking some questions.  Need to reduce the number of fire accidents	You may recommend an website for the app. customer.	Customer interaction Action required	The setup includes fixed sensors.  Detection of the threshold value	The customer opens the notification and manages the system.  The sprinklers will turn on automatically.
<ul> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What digital touchpoints or physical objects would they use?</li> </ul>	A simple and effective approach should be presented.	Customers receive technical assistance.	One can take preventative precautions.	The notification is sent by the sensors.	It's simple to control a fire.
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	The main objective is to prevent fire accidents.  Losses can be prevented and human lives can be saved.	The customer can download the suggested app.  The user accesses the application	The customer may keep track of the entire setup.	The alert notification quickly enables the sprinklers to be turned on.	Access is made to the notification.  The fire is well under control.
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The customer is really satisfied with the method used.  The recommended solution has satisfied the customer	The customer is engaged	The user can traverse the website with ease.	Quick access to the alert notification is available to the customer  Control measures are implemented right away.	Fire accidents are prevented.  People's lives can be saved.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The consumer is not satisfied with the cost	The customer is perplexed while utilising the app.	Some customers are not are constantly concerned about the expense.  Customers are not ready to learn about the specifications.	The user should continue visiting the website frequently.	Once the notification is sent, the control measure must be implemented quickly.  A few customers are not aware of the notification.
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	The customer must correctly implement the system.  The customer must be aware of the system	Quick implementation is required.  The sensors are properly connected to the app	The customer should be aware of the message control	The sensors should function properly  Sprinklers and exhaust fans ought to operate automatically.	The product's greatest reach can be effectively regulated.