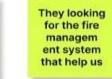


Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID18894
Project Name	Industry-specific intelligent fire management system
Maximum Marks	4 Marks

Customer Journey Map:

Journey Steps which step of the experience are you describing?	Discovery	Registration	Onboarding and first use	Sharing
Actions what does the customer do? What information do they look for? What is their context	 	 	 	 
Needs and Pains what does the customer think?	  	  	  	
Touchpoint What part of the service do they interact with?	 	 	  	 
Customer Feeling What is the customer feeling?				
Opportunities What could we improve or introduce?			 	