












# Product Design Phase-II

## Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID14994
Project Name	Emerging Methods for Early Detection of Forest Fires
Maximum Marks	4 Marks

	<div><b>Entice</b></div> <div>How does the product entice the user to use it?</div>	<div><b>Enter</b></div> <div>What is the process of entering the product?</div>	<div><b>Engage</b></div> <div>How does the product engage the user?</div>	<div><b>Exit</b></div> <div>What is the process of exiting the product?</div>	<div><b>Extend</b></div> <div>How does the product extend the user's experience?</div>
<div><b>Steps</b></div> <div>What are the steps in the process?</div>	<div>Find the solution</div>	<div>Look at other developments and work around the subject.</div>	<div>They feel confused</div> <div>Don't know where to start</div>	<div>Getting used to the process</div> <div>start to get a hang of it</div>	<div>understand the process</div> <div>feel very convinced with experience</div> <div>It can be implemented in multiple areas</div>
<div><b>Interactions</b></div> <div>What are the interactions in the process?</div>	<div>Learn about the product</div> <div>Research about the product and its details</div> <div>Talk with others about the product</div>	<div>They react to the UI of the product.</div> <div>discuss on how to use the product with coworkers</div>	<div>Customize the software according to their requirements.</div> <div>Learning to use it in the most efficient way possible</div>	<div>Become good at using the software</div>	<div>Recommend the software to other stations</div>
<div><b>Goals &amp; motivations</b></div> <div>What are the goals and motivations in the process?</div>	<div>To preserve and protect the forest and wildlife</div> <div>To help the forest department</div>	<div>get used to the software</div> <div>Learn how to use it</div>	<div>Get to know the core of the software</div> <div>To find out any bugs</div>	<div>To verify the credibility of the software</div>	<div>report about the software</div>
<div><b>Positive moments</b></div> <div>What are the positive moments in the process?</div>	<div>Makes their work easier</div> <div>enables us to protect the forest in a efficient manner.</div>	<div>good looking and responsive User Interface</div>	<div>usually accurate</div> <div>reduces the reaction time</div>	<div>improvement in reaction time in case of a forest fire</div> <div>better response depending on the situation</div>	<div>Worthy of sharing the details of the product.</div>
<div><b>Negative moments</b></div> <div>What are the negative moments in the process?</div>	<div>getting confused on how the product works</div>	<div>not able to get used to the product</div> <div>Too overwhelming for some individuals</div>	<div>Not accurate all the time.</div> <div>Predictions may be affected depending upon the weather</div>	<div>It might take sometime for the software to start</div>	<div>Thinking about how much we can depend on the software</div>
<div><b>Areas of opportunity</b></div> <div>What are the areas of opportunity in the process?</div>	<div>Make it easier for the users to understand the product</div> <div>Include tutorials when the software is opened for the first time.</div>	<div>Include a walk through of the software</div>	<div>Make the user interface as responsive as possible</div>	<div>Get regular feedback from the users</div>	<div>improve the credibility of the software</div>