Guiding the fire management

SCENARIO

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

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