

Project Design Phase-II

Customer journey map

Team ID:PNT2022TM1D07789

Project Name: Project - Industry-specific intelligent fire management system



Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP
As you add steps to the experience, move each these "Plus fit" the left or right depending on the scenario you are documenting.

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 Visiting Website Surfing Details Noting step to access the webpage	Quick Access Screen control Control measures At once the fire is detected the alarm switches the system timely	Fire control Safety Surfing Details All the properties will well be safe	Knowing information Notification Accounting The customer will be able to access the fire management	Recommend Benefits Handle well After the experience others will be engaged to use this app
 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?	The customer need a way they to encounter the fire The people want to control the fire accidents All first people come with some queries	The customer need a way way to encounter the fire The people want to control the fire accidents	The sensors engaged in the technical webpage connected The ignition stage is set off The sensors provide notification through mail or message	The customer need a way way to encounter the fire The people want to control the fire accidents All first people come with some queries	Once the customer located the notification the sensors resources starts The fire prevention is made easy The extinguishers will automatically turn on
 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 The customer wants to see the properties from fire	The customers are not willing to study the use of the components Some customers are the wrong connection	The sensors is misidentification correctly The notification directly allows the extinguishers to control	The customer wants to prevent The customer wants to save the properties from fire	The notification directly allows the extinguishers to control The sensors is made through the webpage correctly
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The customer feels happy to approach	The customer feels happy to approach	The customer actively access the message easily	The customer feels happy to approach	Fire is completely is controlled
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The customer is questions how to avoid that they can share message it	The customer is questions how to avoid that they can share message it	The customer is questions how to avoid that they can share message it	The customer is questions how to avoid that they can share message it	All the links and properties are safe
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	The customer should use the product without any hesitates Once the customer started to use the features they requires a better fit	The web app should avoid the error of message The customer should be aware of the message access	The web app should avoid the error of message The customer should be aware of the message access	The customer should use the product without any hesitates Once the customer started to use the features they requires a better fit	The customer should use the product without any hesitates Once the customer started to use the features they requires a better fit