Industry-Specific Intelligent Fire Management System

SCENARIO Detect a fire, sprinkles will	5 13	→			
be switched on immediately, emergency alerts are notified to the authorities.	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?	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 application Waking customer aware of the intelligent fire management system Visit website or application Browsing details The customer will immediately get the details	Information about the app The customer should know about the complete details of the app The customer will able to detect the fire management system Alert Notification Once the fire is detected it is notified to the customer	Immediate action Sensor Preventive measures Alert notification must be sent as soon as possible The sensors are always in active condition The preventive actions are taken immediately	The spreading of fire can be controlled The customer feels safe	Recommend The customer can recommend this app to others Easy to use
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?	In the starting stage people ask some questions Need to control the fire accidents An easy and useful way should be suggested	An app can be separate website for the customer Technical support is made to the customer	Interaction with customer Preventive measures can be taken	The sensors are fixed to the setup The value is sensed The sensors send the notification	The customer open the notification and control the system The sprinkles will be switched on automatically Control of fire can be done easy
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	The primary goal is to prevent fire accidents The human lives can be saved and the losses are avoided	The suggested app can be installed by the customer The app is accessed by the customer	The customer can monitor the entire setup	The access is made through the alert notification notification The notification immediately allows to switched on the sprinkles	The The fire is notification is accessed completely
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The customer is really happy with the approach taken The customer is satisfied with the proposed solution	The customer is active	The customer can easily navigate the website	The customer can quickly access the alert notification The control measures are immediately taken	The fire accidents are avoided The lives of people can be saved
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The cost is not satisfied by the customer	The customer is little confused while using the app	Some customers are not ready to know about the cost the cost The customers are not ready to know about the specifications	The customer should keep trying the webpage regularly	Once the notification is send the control measure should made fast Some customers are unaware of the notification
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	The customer should implement the system properly The customer should be awre of the system	The implementation should be done quickly The sensors are properly connected to the app	The customer should know about the message control	The sensors should function properly The exhaust fans and sprinklers should automatically function	The maximum reach of the product can be properly controlled