

Project Design Phase-II

Customer journey map

Team ID:PNT2022TM1045391

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? ■ People: Who do they see or talk to? ■ Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use?	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 fanless	Fire control Safety Surfing Details All the properties will 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?	The customer need a way they to overcome the fire The people want to control the fire at moments All first people come with some queries	The customer need a way way to overcome the fire The people want to control the fire at moments	The sensors engaged in the fire management system The ignition stage is set The sensors provide notification through mail or message	The customer need a way way to overcome the fire The people want to control the fire at moments All first people come with some queries	Once the customer located the notification the sensors resources starts The fire prevention is made away 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 curriculum	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 well-known 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 the fire The customer is questions how to avoid the fire	The customer is questions how to avoid the fire The customer is questions how to avoid the fire	The customer is questions how to avoid the fire The customer is questions how to avoid the fire	The customer is questions how to avoid the fire The customer is questions how to avoid the fire	All the fire 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 hesitation Once the customer started to use the product it represents a success fit	The web app should avoid the error or message The customer should be aware of the message access	The web app should avoid the error or message The customer should be aware of the message access	The customer should use the product without any hesitation Once the customer started to use the product it represents a success fit	The customer should use the product without any hesitation Once the customer started to use the product it represents a success fit