

Project Design





Phase-II

Customer Journey map

Date	08 October 2022
TeamID	PNT2022TMID30309
ProjectName	Project-Industry-specific intelligent fire management system
MaximumMarks	4Marks

CustomerJourneyMap

Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit)

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	<div>The customer can be the industry owners, school/universities owners</div> <div>The customer is looking for a fire management system that can detect and takes preventive measures automatically.</div>	<div>The system will ensure the safety of industry and workers.</div> <div>This system manage, plan and co-ordinate appropriate fire safety procedure to reduce the risks of fire.</div> <div>Monitors and review at regular interval, emergency management.</div>	<div>Conduct research, analyze the feature and pricing.</div> <div>Customer chooses and installs the system.</div> <div>Goes to the training process.</div>	<div>Gives feedback</div> <div>Had customer satisfactions.</div> <div>Quality service.</div>
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>Customer is looking for high accuracy fire management system.</div> <div>Minimization of costs.</div> <div>easy installation.</div> <div>Ensure ultimate safety</div> <div>Self-monitoring system.</div> <div>Integration of systems.</div>	<div>Customer sees the system is "Self-monitoring system. "Will give quick response and alerts the manager. "Minimization of costs.</div> <div>Customer purchases the system.</div>	<div>Increased fire safety at lower cost</div> <div>Quicker response time.</div> <div>Fully automatic with reduced manpower</div>	<div>Trusted system</div>
Touchpoint What part of the service do they interact with?	<div>Websites.</div> <div>Landing pages.</div> <div>Social Media.</div> <div>Blogs.</div>	<div>Webinars.</div> <div>Live chat</div> <div>Community.</div>	<div>Product demo.</div> <div>Assisted walkthrough.</div> <div>Live environment</div> <div>Knowledge based support.</div>	<div>Email</div> <div>Word of mouth.</div>
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
Backstage				
Opportunities What could we improve or introduce?	<div>Reduce the cost, manpower and increase the safety.</div>	<div>Increase in self-monitoring, ensure safety reduced cost, training to workers.</div>	<div>Increase accuracy and efficiency, reduced in time, risk</div>	<div>Increase in reputation and profit.</div>