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| TEAM ID : PNT2022TMID40213  **Phases** | **Motivation** | **Information gathering** | **Analysis**  **various products** | **Chooses the most efficient product** | **payment** |
| **Actions** | **Wants to reduce the tension and loss in fire accident.** | **Wants to choose an efficient product to get rid of fire accident.** | **Other similar products either detect or suppress the fire** | **Smart boards are more efficient compared to static board** | **After the product satisfication** |
| **Touch points** | **The Customers feel relaxed.** | **After installation the government no need to worry about the fire accident and management.** | **Customers will get attracted by multi- tasking and automation.** | **After getting this the government won't worry about the fire accident** | **After find the product worthy, the government get's it.** |
| **Customer Feeling** |  |  |  |  |  |
| **Customer Thoughts** | **Customer thinks that it will be helpful to control the fire accident.** | **Customer thinks that it will lead for long duration.** | **Customer feel safe and secured by managing the fire automatically** | **The product choosing will be easy and also comfortable for them.** | **They think the product will be user friendly** |
| **Opportunities** | **The Buyer gets relieved from the damage due to fire accident.** | **The customer knows about the process of product.** | **The customer will be aware of other product** | **The customer comes to know that which one is the best product.** | **The customer will enjoy the journey** |