

CUSTOMER JOURNEY: CUSTOMER STATE:	STEP-1	STEP-2	STEP-3	STEP-4
What is the customer thinking or feeling?	Analyse the area of forest first.	Look for the best place to set the devices.	Provide better connection and check check connection.	Make easy to finish the work.
What is the customer's action?	video controlling.	Monitor all the happenings in live.	Search and observe for fire.	Make it to work according to the nature.
What do you want to change about this step?	Real time live monitoring.	Record and check all the happenings.	Compare the live images with the cloud images.	Alert as soon as possible .
How and/or why will we make this change?	Use high pixel video cameras.	Storage capacity should be more.	Images must be in good quality.	Connection should be fine.