Date	15 October 2022
Team ID	PNT2022TMID45189
Project Name	Project - Industry-specific intelligent fire management system

Customer Journey Map

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 goverment 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