Project Design Phase - 2

Customer Journey Map

New table

Date	21 October 2022
Team ID	PNT2022TMID51665
Project name	Industry Specific Intelligent Fire Management System

Journey Steps	Looking for the required product	Check if product fits the demand	Getting Started with the products	Sharing feedback
Actions	The industry is looking for a product that would reduce fire incidents.	The product continuously tracks the industrial environment. / The product should guard against disaster in the case of a fire. / The product continuously logs the detected data for study in the future.	The product should be put in a suitable environment. / The product is tested in a trial run. / The data is examined and its correctness is verified. / If necessary, take the necessary service steps	Report any product-related errors immediately. / Please provide any feedback.
Customer Thoughts	The temperature, flame, and gases should all be continuously monitored in the product. / The product needs to act appropriately and when it should.	In the event of an ignition, the product uses sprinklers. / If combustible gases are detected, the product activates the exhaust fan.	For installation, the user manual is consulted. / Employees are taught how to use the product. / The operation of actuators such as sprinklers and exhaust fans is tested. / The messaging tool's timely alert is examined.	Make recommendations about how to improve the product / Please tell if any additional services are required.
Touchpoint	Look for the suitable products on the internet.	The product is appropriate for any industry that uses flammable chemicals. / The product is constantly monitoring, storing, and taking appropriate actions.	FAST2SMS emits an alert to the user. / The stored sensor is analyzed by the user. / If any harmful gases are detected, the exhaust fans are activated. / If a fire is detected, sprinklers are activated.	Submit feedback on the product's overall performance.
Customer feeling	identified the suitable product	The product precisely meets the requirement	Happy with how it turned out.	The client service is excellent.

miro