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**[ step ]**



Guiding the fire management



**SCENARIO**

Browsing, booking, attending, and rating a local city tour

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Entice**  How does someone initially become aware of this process? | **Enter**  What do people experience as they begin the process? | **TIP**  As you experien “Five Es depend you are  **Engage**  In the core moments in the process, what happens? | add steps to the  ce, move each these ” the left or right  ing on the scenario documenting.  **Exit**  What do people typically experience  as the process finishes? | **Extend**  What happens after the experience is over? |
| **Steps**  What does the person (or group) typically experience? | **Browsing app Visiting Website Surfing Details**  Most of the people  will come to know Feeling easy to The customer will about the fire access the webpage gat the detail all at a  management app sudden | **Knowing**  **information Accessing Notification**  The customer gets The customer will be Once the fire is the entire details able to access the detected the about the app fire management customer receives  the notification | **Quick Access Sensor control Control measures**  At once the fire is The imported Once the notification detected the alarm sensors are always is received to the and notification is watching the system customer the  received keenly prevention is done | **Fire control Safety No cause**  By using this we can At the initial stage control the spread of All the properties will the control and  the fire be safe prevention is done to  avoid causes | **Recommend Benefits Handle well**  After the experience Set up and The monitoring others will be accessing is much system should be  suggested to use easy handled well  this app |
| **Interactions**  What interactions do they have at each step along the way?  **People:** Who do they see or talk to?  **Places:** Where are they?  **Things:** What digital touchpoints or physical objects would they use? | At first people come The people want to with some queries control the fire  accidents  The customers need a easy way to overcome the fire | The we can suggest Create a personal the customer to website for them enroll the app  Can set up the technical setup for the customers | [ Interaction with a [ Interaction with a person ] person ]  [ Interaction with a person ] | The sensors  imported in the The ignition stage is technical setup is sensed  connected  The sensors provide notification through mail or message | Once the customer The extinguishers  touched the will automatically  notification the control turn on  measures starts  The fire prevention is made easy |
| **Goals & motivations**  At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”) | The customer wants The customer wants to prevent fire to save the  properties from fire | The customer installs The customers login the fire management with a website to  app access | The customers The sendors in the  monitors the technical set up is  technical set up connected to the app | The access is made The notification though the directly allows the  notification correctly extinguishers to control | With the help of  proper intimation the Fire is completely notification is controlled  accessed |
| **Positive moments**  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | The customers are The customer feels  happy to approach good with the solution | The customers are  active to set up the The customers are technical setup enrolled with the app | They can navigate The prevention is the website done with the help of  the notification | The customer At once the quickly access the prevention is started message easily the control measures  are completed fast | The fire is totally All the lives and  controlled properties are safe |
| **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | The customer  The customer is questions him/  doubtful first herself that they can alone manage it | The customer needs The customers are  support at the same not patient enough  time afraid to completely set the  technical set up | The customers are  not willing to study Some customers are  the use of the money conscious components | The customers The customers are wanted to safeguard keep on trying the every properties  webpage without fail | Once the customer is  They are not aware aware of the notification  of the notification he can overcome his  problem faster |
| **Areas of opportunity**  How might we make each step better? What ideas do we have? What have others suggested? | Once the customer The customer should  started to find the use the product  solution he should without any  implement it without fail hesitation | The implementation The monitoring  should be done sensors should be  faster connected to the  app | The web app should  access the email or The customer should message be aware of the  message access | The sensors once The extinguishers  given the activation should automatically  should control the functionate to prevent  fire the entire property | The customer should The reach of the  reveal the true factor product can be  of the product made with the proper control |