

Project Design Phase-II

Customer Journey Map

Date	05 October 2022
Team ID	PNT2022TMID24952
Project Name	Industry-specific intelligent fire management system
Maximum Marks	

User journey

by the Design Team of Accenture Interactive NL

People
2-9

Time
30 min

Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

1 Phases High-level steps your user needs to accomplish from start to finish	Warns people when fire is detected	Detect the fire	Notify the fire department	Automatic ON/OFF Water sprinkler
2 Steps Detailed actions your user has to perform	Connect location for installation Proper wire connection Installation is done by well equipped person	Battery should be changed after specified time Check the loss of wire connection Fire detection with contamination compensation must be replaced after specified time	Through wifi message can be send Alert is done by both visual as well as audio Through alarm	Maintenance of water sprinkler Continuous power supply Regular Maintain
3 Feelings What your user might be thinking and feeling at the moment	<div> Delighted Gladness Peacefull </div> <div> People feel little bit fear about false alarm </div>	Relaxed Joyfull Relief Problem occurs related to budget	Reduced work pressure Cheerfull Confident Frustrated about network issues	Happy Good Environment feel safe Annoyed about continuous power supply
4 Pain points Problems your user runs into	False alarm	Financial Problem	Signal problem	Mechanical Problem
5 Opportunities Potential improvements or enhancements to the experience	To execute regular maintenance recommend working with a certified fire alarm installation and service company	Maintenance can be made only the specification so budget can be reduced	Using GSM module	Proper maintenance Note: Click on the + button the number of the water system