












Industry-Specific
Intelligent Fire
Management
System

SCENARIO					
Detect a fire, sprinkles will be switched on immediately, emergency alerts are notified to the authorities.	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Browsing application</div><div>Visit website or application</div><div>Browsing details</div><div>Making customer aware of the intelligent fire management system</div><div>Allow access to the website</div><div>The customer will immediately get the details</div></div>	<div><div>Information about the app</div><div>Detection</div><div>Alert Notification</div><div>The customer should know about the complete details of the app</div><div>The customer will able to detect the fire management system</div><div>Once the fire is detected it is notified to the customer</div></div>	<div><div>Immediate action</div><div>Sensor</div><div>Preventive measures</div><div>Alert notification must be sent as soon as possible</div><div>The sensors are always in active condition</div><div>The preventive actions are taken immediately</div></div>	<div><div>Fire control</div><div>Safety</div><div>The spreading of fire can be controlled</div><div>The customer feels safe</div></div>	<div><div>Recommend</div><div>Advantages</div><div>The customer can recommend this app to others</div><div>Easy to use</div></div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div>In the starting stage people ask some questions</div><div>Need to control the fire accidents</div><div>An easy and useful way should be suggested</div></div>	<div><div>An app can be suggested</div><div>Create separate website for the customer</div><div>Technical support is made to the customer</div></div>	<div><div>Interaction with customer</div><div>Actions needed</div><div>Preventive measures can be taken</div></div>	<div><div>The sensors are fixed to the setup</div><div>The threshold value is sensed</div><div>The sensors send the notification</div></div>	<div><div>The customer open the notification and control the system</div><div>The sprinkles will be switched on automatically</div><div>Control of fire can be done easy</div></div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>The primary goal is to prevent fire accidents</div><div>The human lives can be saved and the losses are avoided</div></div>	<div><div>The suggested app can be installed by the customer</div><div>The app is accessed by the customer</div></div>	<div><div>The customer can monitor the entire setup</div></div>	<div><div>The access is made through the alert notification</div><div>The notification immediately allows to switched on the sprinkles</div></div>	<div><div>The notification is accessed</div><div>The fire is controlled completely</div></div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>The customer is really happy with the approach taken</div><div>The customer is satisfied with the proposed solution</div></div>	<div><div>The customer is active</div></div>	<div><div>The customer can easily navigate the website</div></div>	<div><div>The customer can quickly access the alert notification</div><div>The control measures are immediately taken</div></div>	<div><div>The fire accidents are avoided</div><div>The lives of people can be saved</div></div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>The cost is not satisfied by the customer</div></div>	<div><div>The customer is little confused while using the app</div><div>The customer is not patient</div></div>	<div><div>Some customers are always worry about the cost</div><div>The customers are not ready to know about the specifications</div></div>	<div><div>The customer should keep trying the webpage regularly</div></div>	<div><div>Once the notification is send the control measure should made fast</div><div>Some customers are unaware of the notification</div></div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>The customer should implement the system properly</div><div>The customer should be aware of the system</div></div>	<div><div>The implementation should be done quickly</div><div>The sensors are properly connected to the app</div></div>	<div><div>The customer should know about the message control</div></div>	<div><div>The sensors should function properly</div><div>The exhaust fans and detectors automatically function</div></div>	<div><div>The maximum reach of the product can be properly controlled</div></div>