
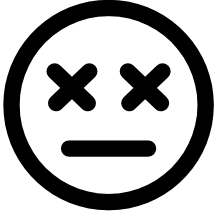





Customer Journey Map

PHASES	Motivation	Information gathering	Analyzes various products	chooses the most efficient product	Payment
Actions	Need to improve the safety from fire accident.	Wants to choose a good product to control fire accident.	Similar products to conquer or detect the fire	Smart boards are more efficient compared to static board	Satisfaction of the product
Touch points	The buyers feel stirred	After installation, the government no need to worry much about the fire safety	Customers will get attracted by multi-tasking and automation process.	After getting this the government won't worry about the fire accident	After find the product admirable, the government get's it.
Customer Feeling					
Customer Thoughts	Customer think that it will helpful to control the fire accident.	Customer thinks that it will take more time	Customer feel safeand secured by direct fire automatically	The product choosing will be easy and comfortable for customers.	They think the product will be user friendly
Opportunities	Customer gets the safety from major and minor fire accident	Customer known about the procedure of product	The customer will be aware of other product	The customer comes to know which product is best one	The customer will enjoy the journey