# Customer journey map:Industry-specfic intelligent fire management system

## **Team ID:PNT2022TMID05047**

CCENTAB

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?



## Engage

In the core moments in the process, what happens?



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?

Through website

Online Register form

Effective fire management

based on the temperature sensor exhaust fans switched on

It will send message

Alters management and fire



#### Interactions

What interactions do they have at each step along the way?

People: Who do they see or talk to?

Places: Where are they?

Thing s: What digital touch points or physical objects would they use?

Mainly for industries

Enter the details about industry

Industrial domain should be mentioned Select the product for their safety needs Choose the Real time detecting products



#### Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Address the fire breakouts in

buildings

Prevents fire incidents

Detects the gas

Monitor the fire causing parameters

Continuous safety upgradation



## Positive moments

What steps does a typicalperson find enjoyable, productive, fun, motivating, delightful, or exciting?

Safety towards fire errors

Peaceful work

environment

Not be afraid of fire damages

Relief from Human Manual detection

Highly secured



#### Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Issue in wireless connection

Prediction indefinite

Accurate data values not obtained

Error in updating

Sometimes doesn't right information



#### Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Sensing devices

Ensure right maintenance

Updating the process

User friendly

Environmental safe product