

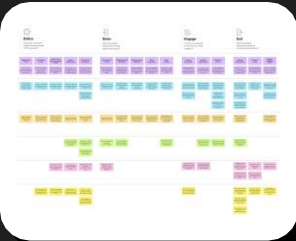


Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with  Product School

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Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

SCENARIO Data collecting, Preprocessing, Detecting and Alerting officials about the Forest fire						
Entice	Enter	Engage	Exit	Extend		
<p>How does someone initially become aware of this process?</p>	<p>What do people experience as they begin the process?</p>	<p>In the core moments in the process, what happens?</p>	<p>What do people typically experience as the process finishes?</p>	<p>What happens after the experience is over?</p>		
<p>Steps What does the person (or group) typically experience?</p>	<p>Users can be given knowledge about AI and how this process works.</p> <p>Working should be detailed to ensure fast reaction to the forest fire situation</p>	<p>Is the system response and data accurate ?</p> <p>System is user friendly or not ?</p>	<p>Goes through the data and calculates possibilities.</p> <p>Early prevention and planning by evaluating vulnerable conditions</p>	<p>Extent of disaster effects and determining recovery</p> <p>Evacuation from the area</p>	<p>Establishing secure and safety process of affected people</p> <p>Generating and effecting helpline and helping victims</p>	
<p>Interactions What interactions do they have at each step along the way?</p> <ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?	<p>Interacting with the affected people and experience</p> <p>In the prone areas and in real environment</p>	<p>Continuous System interaction for disaster analysis</p> <p>Use of sensors and satellite images for detection</p>	<p>Conversations and planning with on duty Officials.</p> <p>Constant communication and data validation about the affected areas.</p>	<p>Opinion and update related feedbacks.</p> <p>Contact helpline in case of forest fire detection.</p>	<p>Interacting with nearby areas for additional help</p> <p>interacting with government officials for fast action</p>	
<p>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>Users should be constantly updated about location of fires and information.</p> <p>Accuracy ,User friendly, 24/7 accessible system</p>	<p>Providing quick solution ,steps and ensure protected environment.</p> <p>Making user experience and use full working model</p>	<p>Correct area and time prediction</p> <p>Providing message and alert system to people.</p>	<p>To ensure global safety and prevent loss of lives</p> <p>Technological advancement and using it in right path</p>	<p>Ensuring immediate and timely prevention</p> <p>Improving in mitigation techniques</p>	
<p>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>Working a new resource to save many lives</p> <p>Initializing a new approach and Productive algos.</p>	<p>Knowledgeable user interface experience</p> <p>Training to work on self learning from patterns of occurrence</p>	<p>Designing website and alert mechanism.</p> <p>Motivating by delivering successful risk management</p>	<p>Examining the overall performance and out[ut.</p> <p>Overall damage and awareness about evacuation</p>	<p>Lives saved from natural disaster</p> <p>Better facility to decrease the effect of damages.</p>	
<p>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Time and data collection may be a vast field.</p> <p>Complex understanding of working model</p>	<p>Equipment and sensor replacements.</p> <p>Fear of error causing activities or system failure</p>	<p>Data collection may be time consuming</p> <p>High Cost and long duration to implement.</p>	<p>Inefficient and unfaithful idea when less accuracy.</p> <p>Not available at time when needed.</p>	<p>False triggering can cause low accuracy</p> <p>Fear of loss of life and property</p>	
<p>Areas of opportunity How might we make each step better? What ideas do we have?</p>	<p>Increasing data collection</p> <p>Advertising our product in healthy manner</p>	<p>Timely and accurate response</p> <p>Improve and work on new data sets.</p>	<p>Designing web sites and applications</p> <p>Increasing more data collection and storage</p>	<p>Cloud requirement and accessibility</p> <p>Availability even damage occurs</p>	<p>Well developed systems with no FAULTS</p> <p>Optimized technological approach towards AI patterns</p>	

