



Guiding the fire management

SCENARIO

Browsing, booking, attending, and rating a local city tour

	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Browsing app</div> <div>Most of the people will come to know about the fire management app</div> <div>Visiting Website</div> <div>Feeling easy to access the webpage</div> <div>Surfing Details</div> <div>The customer will gat the detail all at a sudden</div>	<div>Knowing information</div> <div>The customer gets the entire details about the app</div> <div>Accessing</div> <div>The customer will be able to access the fire management</div> <div>Notification</div> <div>Once the fire is detected the customer receives the notification</div>	<div>Quick Access</div> <div>At once the fire is detected the alarm and notification is received</div> <div>Sensor control</div> <div>The imported sensors are always watching the system keenly</div> <div>Control measures</div> <div>Once the notification is received to the customer the prevention is done</div>	<div>Fire control</div> <div>By using this we can control the spread of the fire</div> <div>Safety</div> <div>All the properties will be safe</div> <div>No cause</div> <div>At the initial stage the control and prevention is done to avoid causes</div>	<div>Recommend</div> <div>After the experience others will be suggested to use this app</div> <div>Benefits</div> <div>Set up and accessing is much easy</div> <div>Handle well</div> <div>The monitoring system should be handled well</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</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>At first people come with some queries</div> <div>The people want to control the fire accidents</div> <div>The customers need a easy way to overcome the fire</div>	<div>The we can suggest the customer to enroll the app</div> <div>Create a personal website for them</div> <div>Can set up the technical setup for the customers</div>	<div>[ Interaction with a person ]</div> <div>[ Interaction with a person ]</div> <div>[ Interaction with a person ]</div>	<div>The sensors imported in the technical setup is connected</div> <div>The ignition stage is sensed</div> <div>The sensors provide notification through mail or message</div>	<div>Once the customer touched the notification the control measures starts</div> <div>The extinguishers will automatically turn on</div> <div>The fire prevention is made easy</div>
<div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>The customer wants to prevent fire</div> <div>The customer wants to save the properties from fire</div>	<div>The customer installs the fire management app</div> <div>The customers login with a website to access</div>	<div>The customers monitors the technical set up</div> <div>The sendors in the technical set up is connected to the app</div>	<div>The access is made though the notification correctlv</div> <div>The notification directly allows the extinguishers to control</div>	<div>With the help of proper intimation the notification is accessed</div> <div>Fire is completely controlled</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>The customers are happy to approach</div> <div>The customer feels good with the solution</div>	<div>The customers are active to set up the technical setup</div> <div>The customers are enrolled with the app</div>	<div>They can navigate the website</div> <div>The prevention is done with the help of the notification</div>	<div>The customer quickly access the message easily</div> <div>At once the prevention is started the control measures are completed fast</div>	<div>The fire is totally controlled</div> <div>All the lives and properties are safe</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>The customer is doubtful first</div> <div>The customer questions him/ herself that they can alone manage it</div>	<div>The customer needs support at the same time afraid</div> <div>The customers are not patient enough to completely set the technical set up</div>	<div>The customers are not willing to study the use of the components</div> <div>Some customers are money conscious</div>	<div>The customers are keep on trying the webpage</div> <div>The customers wanted to safeguard every properties without fail</div>	<div>They are not aware of the notification</div> <div>Once the customer is aware of the notification he can overcome his problem faster</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>Once the customer started to find the solution he should implement it without fail</div> <div>The customer should use the product without any hesitation</div>	<div>The implementation should be done faster</div> <div>The monitoring sensors should be connected to the app</div>	<div>The web app should access the email or message</div> <div>The customer should be aware of the message access</div>	<div>The sensors once given the activation should control the fire</div> <div>The extinguishers should automatically functionate to prevent the entire property</div>	<div>The customer should reveal the true factor of the product</div> <div>The reach of the product can be made with the proper control</div>