

PROJECT DESIGN PHASE-II CUSTOMER JOURNEY MAP

DATE	08 OCTOBER 2022
TEAM ID	PNT2022TMID20466
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PROJECT NAME	IOT BASED SAFETY GADGET CHILD MONITORING AND NOTIFICATION

By the Design Thinking Accelerator Institute

People 2-5
 Time 30 min
 Difficulty Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [Learn more](#)

Phases	Needs	Awareness	Action	Monitoring
Steps <small>Detail and order your user flow by actions</small>	The Child wants to wear the smart watch	If the child is in any dangerous zone	The Child will press the emergency button	The parent will receive the notification from the child
Feelings <small>What your user might be thinking and feeling at this moment</small>	<div> <div>Less knowledge about child</div> <div>Bad network coverage issues</div> <div>Emergency may be occurred</div> </div>	<p>The parents /guardian simultaneously check the child status</p>	<p>The child in danger zone the parents/guardian verify the child monitoring location</p>	<p>Then parents check the received captured videos and recordings and communicate the child</p>
Pain points <small>Problems your user runs into</small>	<div> <div>Wearable devices not perfectly handle by child</div> <div>Poor network connection</div> <div>Low battery level</div> </div>	If the watch get lost	If any network issues occur	The parent can't track the child's location if the smart watch battery power is down
Opportunities <small>Potential improvements or enhancements to the experience</small>	<div> <div>Adding to user is easy</div> <div>Better quality data are received by wearable device</div> <div>Maintenance is easy</div> </div>	Market about the devices in advertisements	Child exact locations updating continuously without interpreted The device send audio and video are in better quality	The wearable devices features are update particular time Maintenance the image of wearable device.

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