

**PROJECT PHASE 2**  
**CUSTOMER JOURNEY MAP**

Assignment Date	08.10.2022
Team ID	PNT2022TMID21776
Project title	10T Based safety Gadget for Child safety Monitoring & Notification
Maximum Marks	2 Marks



## 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



[Share template feedback](#)



**Need some inspiration?**  
Here is a trained version of this template to help you get started.  
[Open example](#)

### 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: child location tracker	Enter 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?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
<b>Steps</b> What does the person for whom typically experience?	To create the web application, today does not	Parents can also be able to create gestures	To check whether the child is in the given gesture	The location of the child is not automatically	It alerts the parents immediately once the child crosses the given area
<b>Interactions</b> What interactions do they have at each step along the way? * People: Who do they see or talk to? * Places: Where are they? * Things: What digital touchpoints or physical objects would they use?	Adding the child, by how to use the device Monitoring the child reports	Interacting with child	A particular gesture should be set The setting of gestures is necessary	Parent needs are met Updating the information to the parents regularly	Location is not when get to off
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Knowing the child's location	How many the child reports	In order to take care of the child, the absence of their parents	It alerts when the child crosses the given area	Location is not in their parents gesture location is not
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It makes the parents happy	The child is taken care without the caretaker	It is over instantly	It updates regularly to their parents	Less expensive
<b>Negative moments</b> What steps does a typical person find frustrating, confusing, painful, costly, or otherwise concerning?	There is chance of your network being while tracking the child location	Alert sound is not provided	Sometimes the message along with the location are not sent properly	Expensive options are not proper	Some more features are to be added in future
<b>Areas of opportunity</b> How might we make each step better? What ideas do you have? What have others suggested?	May be in the absence of their parents or caretaker	Alert sound along with message	Alternate options? message not sent	where there is home use that is taken care of the child	Expensive more not be added frequently

**Tip**  
As you add steps to the experience, make sure there's a clear path to the next step or the end of the process to guide you in documenting.



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

