## Customer Journey



SCENARIO  Monitoring child location	How does someone initially aware of this?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process ends?	What happens after the experience is over?
STEPS	create an application that helps parents or guardians to monitor their child  Parents can create an geofence to set boundaries for their child	Checks whether the child is inside the geofence	It updates the location and activities of the child	Alert will pop when the child removes the device for confirmation	A review will be sent to parents about their child everyday post usage of device
INTERACTIONS	Interacting with their child when they are awayfrom parents  Child's location will be updated regularly	Create a geofence to set boundaries	The saftey of the child is met through the device	Alerts and notifications will be sent to parents	We can't receive updates in absence of data or gps
GOALS AND MOTIVATIONS	Preventing Getting live updates from getting about the child child	Parents or guardians have to click on the start button	Ensures the child safety and security	Alert message will be sent when the child crosses the geofence	Sends the location of the child
POSITIVE MOMENTS	Child is being monitored without any caretaker  Parents will feel better since they are monitoring even when they are away	Tracking the children in a easiest way	Regular updates and easy interaction	Parents can do their work since their child is being monitored	Less expensive
NEGATIVE MOMENTS	App won't work if any technical issue araises	When alerts are not received properly	Continuous internet is required to get live updates	It is a drag to follow the process	Many issues need to be modified
AREAS OF OPPORTUNITY	When Immediatly alerts when caretaker is not available the border	Sending messages or calls is an akternative method	When caretaker or parents not near the child	Parents can reach their children when their work over	Timeline of the child location is

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