CUSTOMER JOURNEY

Date	29-10-2022
Team ID	PNT2022TMID42554
Project Name	Project: IoT Based Safety Gadget for Child Safety Monitoring & Notification
Maximum Marks	4 Marks

SCENARIO	Entice	ENTER	Engage	Exit	Extend
Browsing, booking, attending, and rating a local city tour	How does someone initially become aware of this process?	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 finishes?	What happens after the experience is over?
Steps What does the person (or group) typically experience?	• **Design an App for the respected Parents Or Guardians to monitor Children** • **Can create a feature called Geofence to monitor Children**	**Begins to alert the parents of the Child's location and options will be available for them to set**	**Frequently it updates the location and activities of the Child**	**An alert will be sent when the child removes the device**	**A detailed review will be available for the parents about the child's activity**
Interactions 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 touch points or physical objects would they use?	• **Child's location will be updated** • **Interactions between the parents and the Child**	**They can create a geofence**	**The conditions of the caretakers and the guardians regarding the safety of the Child is met**	**The parents will receive the alerts and notification of their Child**	**The location verification and notification will be cut off in case of no internet or GPS**

Goals & motivations At each step, what is a person's goal or motivation? ("Help me…" or "Help me avoid…")	• **Prevention of Child being getting lost** • **Frequent Monitoring**	**The respected Parents or Guardians has to click on the begin Monitoring button to start Monitoring**	**Ensures the Safety of the Child**	**Notifies in the case of Child crossing the Geofence**	**Sends the location of the Child along with the Geofence**
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	**Safety of the Child is ensured…. Since they are constantly monitored**	**The tracking device is very useful in determining the location of the Child**	**Frequently updates itself and fixing the bugs that arises**	**Parents won't be tensed or worried …… Since They know Where there Child is**	**The respected Parents or the guardians will get their Child back**
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	**App won't be available due to Server issues or any other technical issues**	**Entering so many details is a troublesome process**	**Constant internet connectivity is required as it updates the location the Child to the Parents**	**People usually find it as a tedious process as it takes a long time**	**Sometimes due to GPS issue or any other issues that arises the caretaker won't be able to view the location of the child**
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	• **In case of the respected Parents or Guardians being not present** • **Notify me when the child leaves the geofence**	**Another method is sending alert messages or calls and they can also view the video footage**	**At times when there is no caretaker near the Child**	**As the process ends the parents will pick up their Child**	**Location and activity details are stored**