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Team ID	PNT2022TMID22281
Project Name	Project-IoT Based Safety Gadget for Child Safety Monitoring and Notification

Customer Journey Map

Phase of Journey	<div> Customer Queries</div>	<div> Awareness</div>	<div> Cost</div>	<div> Excecution stage</div>	<div>Delivery & use<div></div></div>
<div><div></div><div>ACTIONS</div><div>What does the customer do?</div></div>	<div><div>How does i find my kid using this device ?</div><div>Do i need the person for operating this device ?</div><div>These products are created to give parents as much information as possible about their child's real-time location.</div><div>It can set up a range of location for the GPS tracker</div></div>	<div><div>Advertise through news, documentary , etc.</div><div>It can be used for multiple functions</div><div>Personal trackers are small and unobtrusive and can easily fit in a wallet, backpack,etc.</div><div>Conducting seminar</div></div>	<div><div>Communication between device and mobile through SMS.</div><div>Shall i focus on overall quality or just device ?</div><div>A mobile app tracks the location data of the customer.</div></div>	<div><div>Is it easy to purchase?</div><div>The GSM mobile network will work with the tracker.</div><div>The features of app will vary based on the tracker.</div><div>To give importance of a good battery life.</div></div>	<div><div>How are you using it and what is it replacing old method?</div><div>The features of app will vary based on the tracker.</div><div>GPS devices comes with a code that you can look up online.</div></div>
<div><div></div><div>TOUCHPOINT</div><div>What interactions do they have at each step along the way?</div><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></div>	<div><div>if you have any alternate option for receiving SMS, what action will you take ?</div><div>where shall i contact ,if my device is broken ?</div><div>Posting through web application.</div></div>	<div><div>The tracker comes with flexible to keep it from slipping of child's.</div><div>We can use high sensitivity vibration sensor</div><div>How can i receive kid current location ?</div><div>Code developed in spontaneous interaction.</div></div>	<div><div>Device benifit with durable battery life and good connectivity.</div><div>Proposed system component cost calculation is low.</div><div>Devices easy to prepare without looking complicated like bands or lockets.</div></div>	<div><div>Get the location of the device in longitude and latitude format.</div><div>Shortest path can be discovered.</div><div>Google map improves the accuracy of the tracking location of the children.</div><div>the tracker in which you can even store the data so that you can see which route your kid has taken in the past days.</div></div>	
<div><div></div><div>CUSTOMER THOUGHT</div><div>What is the customer thinking?</div></div>	<div><div>where can i buy the product ?</div><div>It gives children more freedom because when parents know where the children are?</div><div>It's important to follow installation instructions carefully.</div><div>I think It would be nice to get some sort of feedback, when I click on a button.</div></div>	<div><div>It is clearly demonstrates how to respond to an unsafe situation.</div><div>Some trackers allow parents to set up a “safe zone” for their children.</div><div>Reduces the thought of a child entering into an unsafe situation.</div><div>Google map can improve the accuracy of GPS</div></div>	<div><div>Is the notification sending was easier to access?</div><div>Do we have any issues with login?</div><div>System combines the installation of an electronic device with the tracking software.</div><div>It can review where the child goes by saving information.</div></div>	<div><div>Display the last known location .</div><div>We go for geofence notification.</div><div>To develop child tracking system, a low-cost hardware has been implemented.</div><div>Innovative the production and providing better customer experiences.</div></div>	<div><div>We can replaces devices like accessories or smart tag.</div><div>Messages include customer ID , location and time stamps.</div><div>Location services using the APIs for web application.</div><div>Location tracking can also ease unnecessary worry if a child doesn't answer the phone straight away.</div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div>Reassure to use this Device.</div><div>These are compatible with Android and iOS devices.</div><div>Parents are more relaxed about letting the kids go further afield .</div><div></div></div>	<div><div>Increase a child's sense of confidence.</div><div>User friendly device</div><div>It stores the data location securely.</div><div></div></div>	<div><div>It sends the coordinates in the particular location.</div><div>It's act as a communication tool for parents and can be helpful when working.</div></div>	<div><div>Deliver exactly what the customer wants.</div><div>Low operation, effective cost.</div><div></div></div>	<div><div>Easy of use of the app is remarkable.</div><div>Upgrading step up is very easy to make it requirement effecient.</div><div></div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div>Is it comfortable to wear this device?</div><div>Parents don't want their child to be distracted by the device.</div><div>Tracking children with GPS-enabled devices is becoming practical and affordable, but child rights and privacy campaigners are worried.</div><div>Accuracy issues are usually caused by a location error.</div></div>	<div><div>There are also concern with changed position of the name of the children after each update.</div><div>If they're being tracked, young people may feel their parents think they can't be trusted.</div><div>The childrens leaving their phone at a friend's house so their parents think they're there.</div></div>	<div><div>The childrens leaving their phone at a friend's house so their parents think they're there.</div><div></div></div>	<div><div>It makes you feel compelled to check your phone to see if the notification is arriving or not?</div><div>it makes you feel compelled to check your phone to see if the notification is arriving or not?</div><div>Relying solely on GPS can be problematic if there is a signal failure or you are using a battery-powered device that runs out of power.</div></div>	<div><div>They may perceive the devices as an incursion of their privacy.</div><div>GPS tracker must be handled with caution.</div><div></div></div>
<div><div></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>	<div><div>It can be upgraded for emergency alerts notification.</div><div>It's track the child all the time.</div><div>Devices needs hardware like computing power depending on the consumption.</div></div>	<div><div>the parent will receive alert message to their preset phone number even if the parent is offline.</div><div>Open source API estimates the distance between the device and the connectivity.</div><div>The system designed for tracking the child's location at any point in time.</div><div>Was it easy to set the maximum threshold distance in the app?</div></div>	<div><div>They are easy to use and will keep you aware of what your children is doing.</div><div>It prevent to keep the children away from dangerous area.</div><div>Database deploys the time series information.</div><div>As we use app we will quick access to everything that is on the tracker.</div></div>	<div><div>Parents will get a warning notification to take necessary action and precautions.</div><div>It is compatible to put inside child's bag-pack.</div><div>Easy of deployment, maintenance,and use.</div><div>Some even include features that can monitor the child's location, as well as other features that meet unique and specific needs.</div></div>	<div><div>Volatile memory is applicable.</div><div>GPS and GSM signals working together to relay information in a quick and seamless way.</div><div>It offers the additional functionality which requires a high accuracy.</div><div>It constantly updated minute-to- minute.</div></div>