Project Design Phase-II

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Roll no	61771931012
Project Name	Project-IoT Based Safety Gadget for Child Safety Monitoring and Notification

Customer Journey Map

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