Project Design Phase-II

Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID18987
Project Name	IOT based saftey gadget child monitoring and notication
Maximum Marks	

Phases	Needs	Awareness	Action	Monitoring
High level steps your user needs to accomplish from start to finish				
Steps Detailed actions your user has to perform	The Child wants to wear the smart watch	If the child is in any dangerous zone	The Child will press the emergency button	The parent will receive the notifcation from the child
Feelings What your user might be thinking and feeling at the moment 👍	😢	🙂	🧐	😎
👎	Less knowledge about child / Bad network coverages /issues / Emergency may be occured	The parents /guardian simultaneously check the child status	The child in danger zone the parents/guardian verify the child monitoring location	Then parents check the received captured videos and recordings and communicate the child
Pain points Problems your user runs into	Wearable devices not perfectly handle by child / Poor network connection / Low battery level	If the watch get lost	If any network issues occur	The parent can't track the childs location if the smart watch battery power is down
Opportunities Potential improvements or enhancements to the experience	Adding to user is easy / Better quality datas are received by wearable device / Maintenance is easy	Market about the devices in advertisements	Child exact locations updating continuesly without interpreted The device send audio and video are in better quality	The wearble devices features are update particular time Maitenance the imageof wearable device.