

NALAIYA THIRAN

WEEK 7 REPORT

Phase 4 Description: Project Design Phase -II (Requirement Analysis, Customer Journey, Data Flow Diagrams, Technology Architecture)

4.1 Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit)

Customer Journey Map

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Credits: To all those who!

Product School

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Document an existing experience

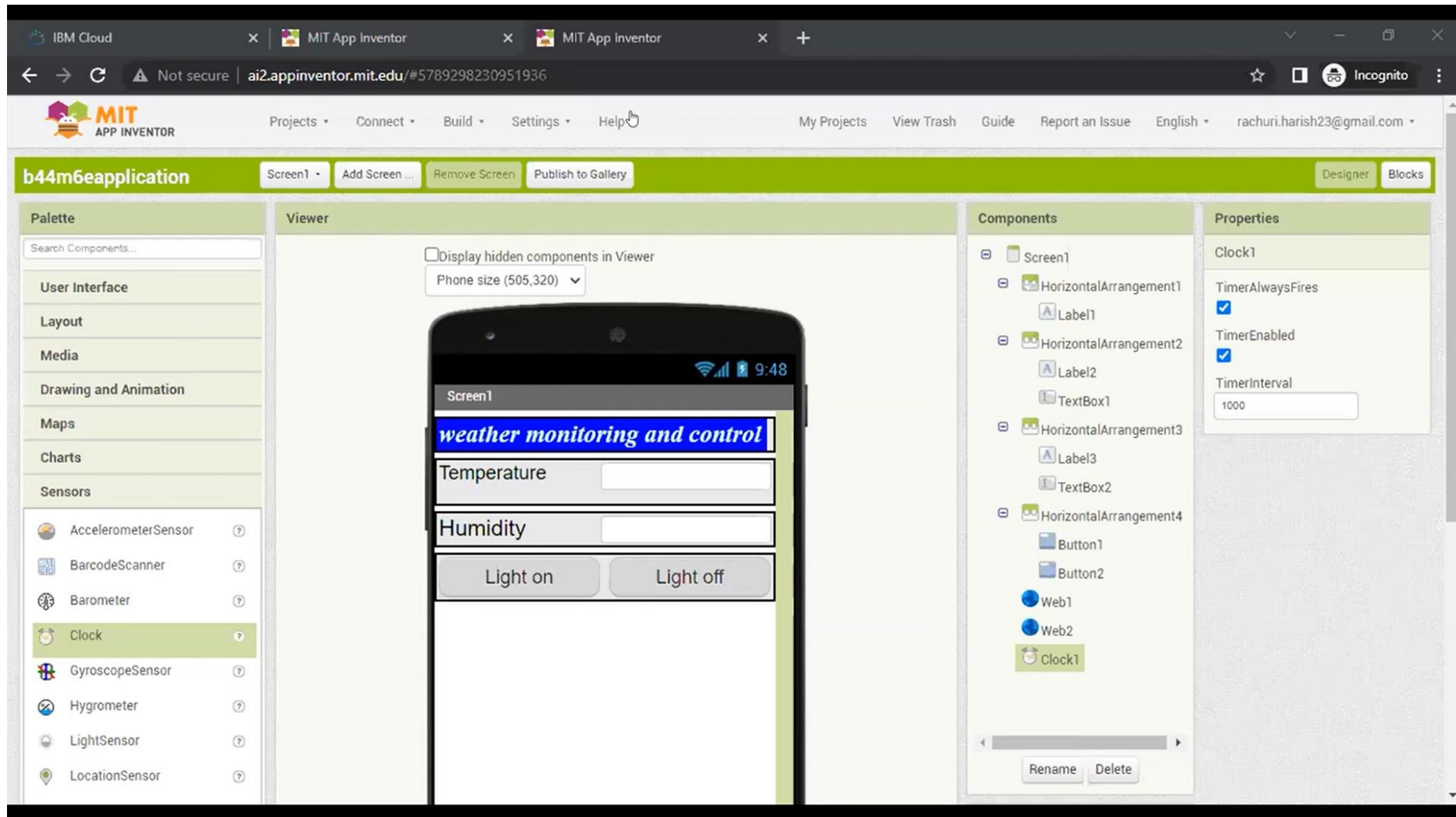
Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP: As you add steps to a customer journey, you can use the left or right arrows to move them, and you can delete them.

Scenario Browsing, booking, attending, and rating a local city tour	Entice How does someone initially perceive, realize, or desire a process?	Enter What do people experience as they begin the process?	Engage In the course of the process, what happens?	Exit When do people typically experience the process finished?	Extend When would someone have another experience?		
Steps What does the person (or group) typically experience? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital experiences or physical objects would they use? 	Design an application for usage by parents to ensure the child's safety.	Use the application to establish a geofence around the child.	The application uses GPS technology to monitor the child and send a notification if the child crosses the geofence.	The child's location is frequently updated.	Location of the child is updated periodically.	Constantly analyze and review the application	The application will send a notification and alert the user (i.e. the parents).
Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital experiences or physical objects would they use? 	Frequent monitoring.	Interact with the parent.	Establish the geofence for the child's safety.	The caretakers or parents or the guardians conditions and requirements regarding the safety of the child are met.	The application sends a notification stating the location of the child and the parent can make use of it and find the child.	The location verification and constant monitoring is turned off when GPS cuts or internet isn't available from the device user side.	
Goals & motivations At each step, what is a scenario with any goal or motivation? (e.g., "I want to...") <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital experiences or physical objects would they use? 	Prevent child from going missing.	Monitoring child.	The people who use the application will have to click on the monitor feature to begin monitoring the child.	It is to ensure the child safety and take care of child.	Handles when child crosses geofence.	The location is sent.	Geofence location is sent.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, satisfying, or inspiring? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital experiences or physical objects would they use? 	When a missing child is found.	Tracking of child's location is very useful in determining the child's spot.	Frequent updates and bug fixes.	Upon finally detecting the location of the child finally the parent won't be tensed and stay relaxed.	The caretakers will get their child back.		
Negative moments What steps does a typical person find frustrating, confusing, boring, costly, or otherwise unpleasant? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital experiences or physical objects would they use? 	Application not available or accessible due to server issues.	Filing many details is a cumbersome process.	Constantly tracks child's activities that uses internet to show where the child is using the application. Constant internet connectivity is required.	People find the process to be a little hassle as it is a long process.	Sometimes due to GPS issues some guardians or caretakers may not be able to track the child's location due to various issues.		
Areas of opportunity How might we make each step better? What ideas do we have? To not have any suggestions? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital experiences or physical objects would they use? 	When the guardian isn't present.	Push a notification when child leaves the geofence.	Another method, other than pushing notification is needed, in order to receive a call.	At times when there is nobody around the child or when the child is not in the area, it is to ensure the safety of child.	As the process and people will find means to go back their child.	Constantly and frequently update the child's location.	

4.2 Attend the technology trainings as per the training calendar

IoT-B4-4M6E (Evening Session)-Day-12 (08.10.2022)



8:17



Screen1

weather monitoring and control

Temperature

27

Humidity

20

Light on

Light off

Service Details - IBM Cloud x Cloudant Dashboard - datab... x IBM Watson IoT Platform x Node-RED: node-red-gsaid- x MIT App Inventor x

https://node-red-gsaid-2022-10-03.eu-gb.mybluemix.net/red/#flow/8e3763cb34cf09f0 Incognito

Node-RED Successfully deployed Deploy

filter nodes

Flow 1 Flow 2

common

- inject
- debug
- complete
- catch
- status
- link in
- link call
- link out
- comment

function

- function
- switch

Flow 2

sample

msg.payload

temperature

Humidity

humidity

[get] /sensor

httpfunction

http

[get] /control

IBM IoT

http

msg.payload

debug

all nodes

10/8/2022, 8:40:52 PM node: 55b61bf493b05f70
msg.payload: Object

object

- _id: "05ba6fb1127127175109e6a208846ad6"
- _rev: "1-78cdb046e98c886d38e924a5aaacc72e"
- payload: object
 - name: "Kumar1"
 - topic: ""

10/8/2022, 8:41:27 PM node: 55b61bf493b05f70
msg.payload: Object

object

- _id: "f7f7e6d655a08029c62b8e2072f94baf"
- _rev: "1-bcb5cd1b42abfe2a7386336bebf9d144"
- payload: object
 - name: "K1"
 - topic: ""

10/8/2022, 8:42:05 PM node: 214ac4348bed93a3
msg: string[46]
"_id and _rev are required to delete a document"

Service Details - IBM Cloud

Cloudant Dashboard - datab

IBM Watson IoT Platform

Node-RED: node-red-gsaid

MIT App Inventor

87eb179c-14d2-4ccc-8127-115ddb0b802-bluemix.cloudant.com/dashboard.html#database/sample/fbc9340ce7e1d23a702bbed915f55593

Incognito

sample > fbc9340ce7e1d23a702bbed915f55593

{ } JSON

Save Changes

Cancel

Upload Attachment

Clone Document

Delete

1

2

3

4

5

6

7

8

9

10

11

12

13

```
{
  "_id": "fbc9340ce7e1d23a702bbed915f55593",
  "_rev": "1-e8836f72f4283bc0b71d001343fc1042",
  "topic": "iot-2/type/b5ibm/id/b5device/evt/IoTSensor/fmt/json",
  "payload": {
    "temp": 94,
    "Humid": 29
  },
  "deviceId": "b5device",
  "deviceType": "b5ibm",
  "eventType": "IoTSensor",
  "format": "json"
}
```

Log Out