

Customer Journey Map

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| DATE | 1 OCT 2022 |
| TEAM ID | PNT2022TMID50691 |
| TITLE | IoT Based Safety Gadget For Child Safety Monitoring & Notification |
| TEAM LEAD | VELMURUGAN B |
| TEAM MEMBERS | SIVAMURUGAN G MARIYA SAMSON SANDEEP B KALI SATHISH N |
| MAXIMUM MARKS | 2 |

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholders to your project. The information you add here should be representative of the decisions and research you've done about your users. [Learn more](#)

| Phases | Needs | Awareness | Action | Monitoring |
|---|---|--|--|---|
| <p>Steps</p> <p>Consider the steps in your user journey.</p> | 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 notification from the child |
| <p>Feelings</p> <p>How do you expect stakeholders and customers to feel?</p> | <p>👍</p> <p>👎</p> <div> <div>Loss of knowledge about child</div> <div>Real network coverage issues</div> <div>Emergency may be delayed</div> </div> | <p>The parents /guardian simultaneously check the child status</p> | <p>The child in danger zone the parents/guardian verify the child monitoring location</p> | <p>Then parents check the received captured videos and recordings and communicate the child</p> |
| <p>Pain points</p> <p>What do you expect your users to struggle with?</p> | <div> <div>Wearable devices are currently harder to find</div> <div>Poor network coverage</div> <div>Low battery level</div> </div> | If the watch get lost | If any network issues occur | The parent can't track the child's location if the smart watch battery power is down |
| <p>Opportunities</p> <p>What do you expect your users to struggle with?</p> | <div> <div>Adding the user is easy</div> <div>Wearable devices are featured by wearable devices</div> <div>Maintenance is easy</div> </div> | Market about the devices in advertisements | Child exact locations updating continuously without interpreted The device send audio and video are in better quality | The wearable devices features are update particular time Maintenance the image of wearable device. |