Customer experience journey map

IoT Based Safety Gadget for Child Safety Monitoring & Notifcation Iot based Safety Gadget for Child Safety Monitoring and Notifcation,

Team id : PNT2022TMID18932

SCENARIO

Browsing, booking, attending, and rating a local city tour

	Entice	Enter	Engage	Exit	Extend
Steps	Create an Web application What kind of gadget it is Is it wearable or not? Parents can create geofence	[Step 1] GPS to track the child's location Wearable device has a lot of inbuilt features for tracking	Updating the child's location Sharing the location to the parents periodically	Reviewing the application Notify the parents Alarming the parents and guardians of any abnormal activities	Sharing the exact location of the child Location would be known to the parents It can be verifed in the website too
Interactions ■ **People:** Who do they see or talk to? ■ **Places:** Where are they? ■ **Things:** What digital touchpoints or physical objects would they use?	This gadget works on IBM watson platform Guiding / Interacting with child Interaction in a place	[Step 2] Stores past and present information too Setting geofence for protection Uses cloud services to store child's location	The device will make use of GPS And with a python script to publish the location details to the IBM IoT platform Meeting the parents need	Device sends immediate response to the user If the child crosses the geofence especially the particular location	Data is stored in a web application and is user friendly It is secured using the Node Red Service. Connection is terminated when GPS is turned off
Goals & motivations	Better performance and security in terms of simple usage Preventing the child from any harm	[Step 3] Backed up by alternate power supply Any time usage under ant circumstances	To look after in child in the absence of the guardian To safeguard the child from threats	Constantly monitoring the individual children's location Alerting the guardians when child crosses the geofence	Providing increased safety and security Quick notification
Positive moments	Creates a safe environment for children Children are taken care without baby sitters Parents feeling less worried	[Step 4] Better safety measurement Device being user friendly	Increased reliability towards technology Reduced reliability towards guardians in thus modern world Regular updates	Alerts the nearby public or nearby police station immediately Panic button helps the child to feel more safer	More advantages Less expensive
Negative moments	Long lasting battery life is required If Alert sound is not clear/muffled If GPS location is not proper	[Step 5] Should be low cost To design the material which should be fexible	Should not cause inconvenience to the child Alert messages along with location is not shared properly	Comfort of the user should be the priority When Regular updates are missing	Updating the location details must be fast and continuous More features are inneed and to be added
Areas of opportunity	Additional features/sensors can be added Improving accuracy	[Step 6] Solar batteries and replaceable batteries to improve efficiency Alternate options to communicate with guardians	Proving safety to the child outside the house/day-care Features like geofencing and others can be integrated	The device must be not be easily removable to track the child's activity Responding to the reviews and queries quickly as possible	To make it more affordable To make it as harmless as it is for a child Easy handling