CUSTOMER JOURNEY

Team ID:PNT2022TMID07147

Topic: IoT Based Safety Gadget For Child Safety Monitoring and Notifications.

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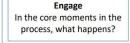
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Scenario: Monitoring child location	Entice — How child location is monitored?	Enter — How message is been notified to user?	Engage — In the core moments in the process, what happens?	Exit — What do people typically experience as the process finishes?	Extend — What happens after the experience is over?
Steps	Create a web application; Parent can create geofence	Check whether child is inside geofence	Updating of child location; Location of child sent periodically	Review of application	Alert parents
Interaction	Interacting with child; Guiding child; Regular monitoring	Setting geofence; Geofence need to be set	Regular updates; Parent needs are meet		Connection terminated when gps is off
Goals and motivation	Monitoring child; Prevent child missing		Taking care of child in absence	Notifying when child crosses geofence	Location is sent; Geofence location is set
Positive moments	Happy parents; Child taken care without caretaker		User friendly; Regular updates		Less expensive
Negative moments	Alert sound is not given; GPS location is not proper	Message along with location not sent	Regular updates not sent		More features to be added
Areas of opportunity	In absence of caretaker; Alert sound along with massage	Alternate options if message not sent	Where no one is able to take care of child	Reviews may not asked frequently	Periodic updates of child location