Project Design Phase-II
Customer Journey Map

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Team ID	PNT2022TMID53764
Project Name	IOT-BASED SAFETY GADGET FOR CHILD SAFETY MONITORING AND NOTIFICATION.

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 message	Alternate options if message not sent	Where no one is able to take care of child	Reviews may not asked	Periodic updates of child location