

CUSTOMER JOURNEY

Date	01-11-2022
Team ID	PNT2022TMID41585
Project Name	IoT Based Safety Gadget for Child SafetyMonitoring & Notification

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Design an App for the respected Parents or Guardians to monitor Children</div> <div>Can create a feature called Geofence to set boundaries for the child</div> <div>Begins to alerts the parents of the Child's location and options will be available for them to set</div>		<div>Frequently it updates the location and activities of the Child</div>	<div>an alert will be sent when the child removes the device</div>	<div>A detailed review will be available for the parents about the child's activity</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? </div>	<div>Child's location will be updated</div> <div>interaction between the Parents and the Child</div> <div>They can create a geofence</div>		<div>The conditions of the caretakers and the guardians regarding the safety of the Child is met</div>	<div>The parents will receive the alerts and notification of their Child</div>	<div>The location verification and notification will be cut off in case of no internet or GPS</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Prevention of Child being getting lost</div> <div>Frequent Monitoring</div> <div>The respected Parents or Guardians has to click on the begin Monitoring button to start Monitoring</div>		<div>Ensures the Safety of the Child</div>	<div>Notifies in the case of Child crossing the Geofence</div>	<div>Sends the location of the Child along with the Geofence</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Safety of the Child is ensured.... Since they are constantly monitored</div>	<div>The tracking device is very useful in determining the location of the Child</div>	<div>Frequently updates itself and fixing the bugs that arises</div>	<div>Parents wont be tensed or worried Since They know where there Child is</div>	<div>The respected Parents or the guardians will get their Child back</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>App wont be available due to Server issues or any other technical issues</div>	<div>Entering so many details is a troublesome process</div>	<div>Constant internet connectivity is required as it updates the location the Child to the Parents</div>	<div>People usually find it as a tedious process as it takes a long time</div>	<div>Sometimes due to GPS issue or any other issues that arises the caretaker wont be able to view the location the Child</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>In case of the respected Parents or Guardians being not present</div> <div>notify me when the child leaves the geofence</div>	<div>Another method is sending alert messages or calls and they can also view the video footage</div>	<div>At times when there is no caretaker near the Child</div>	<div>As the process ends the parents will pick up their Child</div>	<div>Location and activity details are stored</div>