






Project Design Phase-II

CUSTOMER JOURNEY MAP

Date	15 October 2022
Team ID	PNT2022TMID46191
Project Name	IOT BASED SAFETY GADGET FOR CHILD SAFETY MONITORING AND NOTIFICATION
Maximum Marks	4 Marks

CONSUMER JOURNEY MAP

Phases	NEEDS	AWARENESS	ACTION	MONITORING
Steps	The child wants to wear the smart watch	If the child is in any dangerous	The child will press the emergency button	The parent will be able to receive the notification from the child
Feelings 	Loss of knowledge about the child abduction thus an emergency may be occurred	The parents / guardian simultaneously check the child status	The child in danger zone the parents / guardian verify the child monitoring location	The parents check for the received captured videos and recordings and tries to communicate with the child
				
pain points	Poor network connection and low battery sequences	If the watch gets lost	If any network issue occurs during tracking of the device	The parents can't track the child's location if the smart watch battery power is down
Opportunities	Adding to the user is easy and its maintenance is also easy	Market about the devices in advertisements	Child's exact locations updating continuously without interpreted. The device send audio and video are in better quality	The wearable devices features are updated particular time maintenance the image of wearable device