CUSTOMER JOURNEY

Date : 28.10.2022

Team ID : PNT2022TMID04693

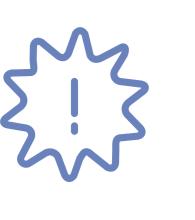
Project Name: IoT Based Safety Gadget for Child

SafetyMonitoring and Notification

Max Marks : 4 Marks

SCENARIO

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



Entice

How does someone initially become aware of this process?

Create an application to monitor the location

of children

Users can track the children location continuously by internet

Prevent child trafficking and

missing

Create a geofence around the child

location

Users receive alert

when child crosses

the geo-fence

Interaction between

Interaction between

module

child and gps

child and geo-fence



What do people

Engage In the core moments in the process, what

happens?

Exit

What do people typically experience as the process finishes?

Alert message is pushed when the



What happens after the experience is over?

A deatiled report w

The location data w

in internet

be sent to parents

about their child'

Send the location

child and the

erimeter of geo fence

The parents will trace the children

and reach them

ometimes the issue in gp

Steps

What does the person (or group) typically experience?

Interactions

What interactions do they have at each step along the way? People: Who do they see or talk to?

- Places: Where are they?
- Things: What digital touchpoints or

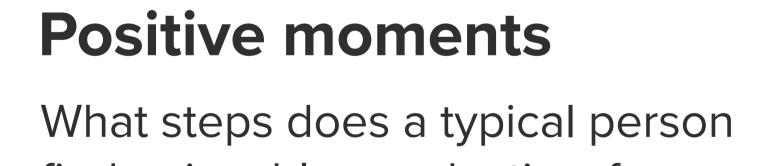
Goals & motivations

physical objects would they use?



At each step, what is a person's

primary goal or motivation? ("Help me..." or "Help me avoid...")



find enjoyable, productive, fun, motivating, delightful, or exciting?



What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

experience as they

begin the process? It begins to share the live location of the children and more options are available for the user

The user can create

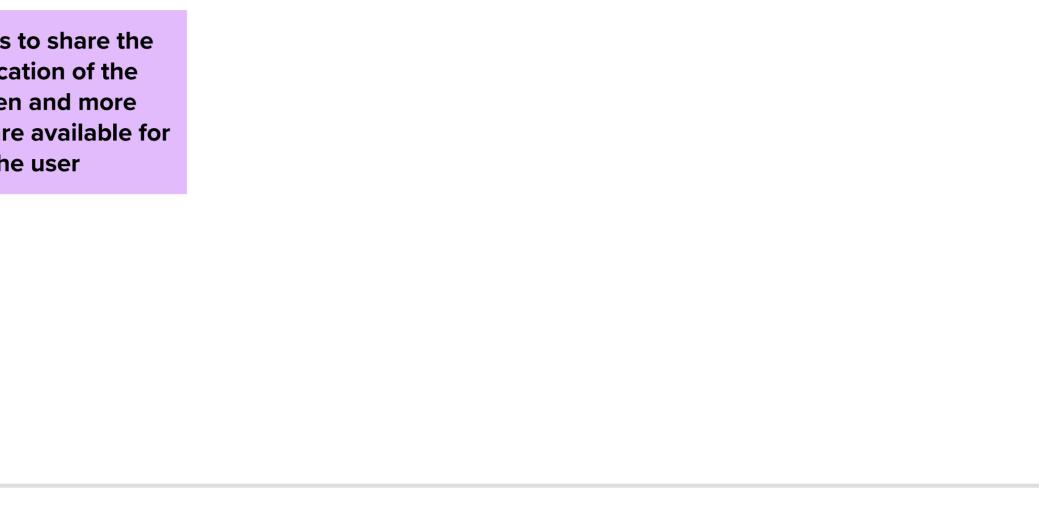
More details make it complicated

own geo-fence on their own wish

The user can create own geo-fence on their own wish



May be due to network loss and technical issue of app the service will be unavailable for a moment



the safety and security for the child

Ensures and improve

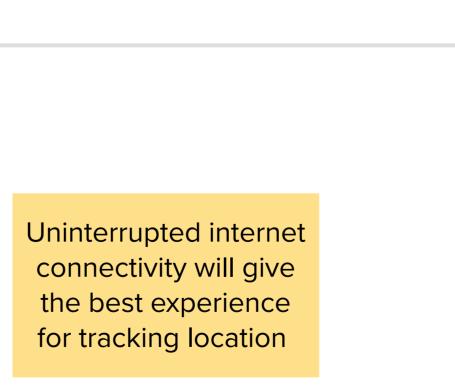
Live updates of child location and activities of the child

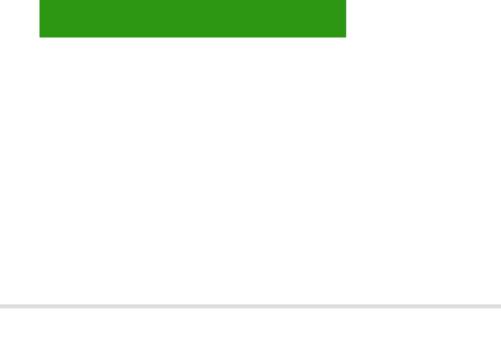
The need of the

caretakers and parents for their children safety is met



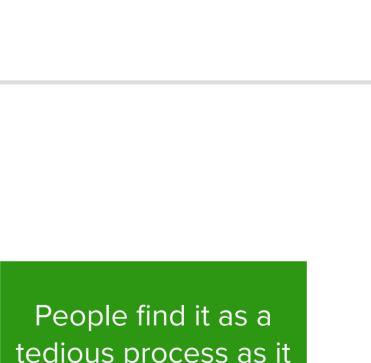






Parents feel at ease





Notification and

alerts if the ch

crosses the geo fence

