

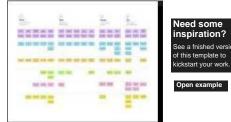
Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to fnish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with



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Team ID: PNT2022TMID14667 Project Name: Project - IOT based safety gadget for childsafety monitoring and notification

Browsing, booking

Steps

Interactions

What does the person (or group) typically experience?

What interactions do they have at

■■ People: Who do they see or talk to? · Places: Where are they?

· Things: What digital touchpoints or

each step along the way?

Goals & motivations

Positive moments

What steps does a typical person

motivating, delightful, or exciting?

find enjoyable, productive, fun,

Negative moments

frustrating, confusing, angering,

Areas of opportunity

costly, or time-consuming?

What steps does a typical person find

At each step, what is a person's

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

attending, and rating a

Entice

How does someone initially become aware of this process?

Prevent child Monitoring child.

When a missing child is found or gave an alert priorly



Enter

What do people experience as they begin the process?



The child's

location is

Ensure the child

safety and

take care

Engage

In the core moments in the process, what happens?

Location of the child is updated



Exit

What do people typically experience as the process finishes?

notification stating the location of the child

the parent can make use

of it and find the child.

when child

People find the

process to be a

hassle as it is a

long process.

As the process

end
people will find
means to get
back
their child.

crosses geofence.



Extend What happens after the experience is over?

Constantly analyze and review the application.

The application will send a notification and alert the

cuts or internet is not available from the device user side.

Geofence location is

The location

The caretakers will get their child

Sometimes due to GPS

issues some guardians or caretakers mayn't be able to track the child's location due to various issues.

Constantly and frequently undate the child's location.



The people who use the application will have to click on the monitor feature to begin monitoring the child.

Filling many details is

a cumbersome process. And database should

be maintained

Another method

other than pushing notification is sending an alert

Tracking of child's location is very useful in determining the child's spot.

Frequent updates and bug fixes.

Constantly tracks child's activities that uses internet to show where the child is.

Constant internet connectivity is required.

How might we make each step



