

IoT based Safety Gadget for Child Safety Monitoring and Notification

Team ID: PNT2022TMID11653

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Entice

How does someone initially becomeaware of this process?

Enter

What do people experience as they begin the process?

Engage

In the core moments in the process, what happens?

Exit

What do people typically experience as the processfinishes?

Extend

What happens after the experience is over?

Steps

What does the person (or group) typically experience?

Visit website or app	Browse available the devices	Deciding the best device
The customer will visit online shopping website to known about products.	The customer will browses website on the list of the available products	The customer will decide which of the available product suit for their use

Placing an order	Complete payment information	Confirm payment	Email reminder
The customer will place the order on the website or app.	The customer will fills their contact information and credit/debit card information for payment.	The customer need to sees the summary of what they are about to purchase and then confirm their order	There will be a email reminder before the date of order delivery about the product arrival

Arrive at location	Checking the product	Using the product
The products gets arrived at the customer place at the notified date and time	The customer checks the product quality and check whether it meets all the requirement	The customer can use the product with the help of the guidelines given

Prompt for review	Writing and submitting review	Queries section
The email will be sent to the customer to collect the feedback of the product after 1week use	The customer will give rating of the products and feedback submission	The customer can raise for any help or queries about the product through the email

Related products appear in the user profile	Personalized recommendations	Personalize offers
Similar products bought by the customer can be displayed in the user profile	The recommendations will be based on the products which customer bought already	The personalized offers will be based on the related products which are displayed

Interactions

What interactions do they have at each step along the way?

Order placing section will be on the website, IOS app, or Android app	Child safety wearable product section on the website
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Payment overlay within the website, IOS app, or Android app	Customer's email (software like Outlook or website like Gmail)
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Some customers may seek direct interaction with the suppliers or producer of the product	Customer can also want to access all the links in the website regarding the products	Some customer may need real time explanation about the device using method
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Depending on the customer and delivery person it may has tipping between them.	Leaving comments or review about the model within the profile can be helpful to other customers
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Product review section on the profile on websites or apps	Recommendations span across website, IOS app, or Android app	Customer's email (software like Outlook or website like Gmail)	Post-purchase screens website, IOS app, or Android app
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- People:** Who do they see or talk to?
- Places:** Where are they?
- Things:** What digital touchpoints or physical objects would they use?

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Help me get to know where is my child	Help me get to know whether my child is in a particular region or not
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Help me to find an optimal and an easy way to know about my child location	Help me to find a device which monitors my child location
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Help me feel confident about the product	Help me feel good about my decision on buying this product
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Help me feel happy on buying this product which is worth for money	Help me spread the word about the usefulness of the product
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Help me to avoid worrying about my child safety	Help me to monitor my child at anytime and from anywhere
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Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

It ensure the child safety all the time	The customer will give good reviews about the product
	The customers will Suggest to may friends and relatives about the use of the product

Their child worrying things Will be vanished and they Can assure child safety	The customer happiness Will give happiness
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The happiness on being able to monitor their child all the time.

Excitement about the purchase of the product

Excitement about arrival of the product

Payment methods is easy and get remainder help to remember the arrival

Happy about being able to keep an eye on their child location

They will be satisfied about the product and relax about their children

Negative moments

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

People sometimes not Aware of child monitor

People may not aware of placing order

People may find trouble using website

It will be time consuming to meet all requirement

Sometimes order will be delayed

Sometimes product can be damaged

People are unclear whether it is necessary or not

Some review may be bad

Bad reviews can damage Of the products

People feel peer pressure to Use the products

Some people may not understand about product usage

Areas of opportunity

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

Advertisements and pop-ups about the device can be published on other web sites too.

Showing highlights of common phrases from reviews of the customers in the website.

Making the customers aware about the usefulness of the device on child safety monitoring

Create awareness to all parents through adds

Child safety ensure

Help to deal with increase the usage of product.

Take all possible measures to be in contact with the customer

Send emails to the customer regarding all

