## **CUSTOMER JOURNEY**

Date:17-10-2022

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Topic: IOT BASED SAFETY GADGET FOR CHILD SAFETY MONITORING AND

NOTIFICATIONS.



Monitoring child location



## Entice

How child location is monitored?



## Enter

How message is been notified to user?



## Engage

In the core moments in the process, what happens?



What do people typically experience as the process finishes?



What happens after the experience is over?



Steps

Create a web application

Parent can create geofence

Check whether child is inside geofence

Updating of child location

Location of child sent periodically

Review of application

Alert parents





Guiding child

Regular

monitoring

Setting geofence

need to be

set

upda

Regular updates

Parent needs are meet









Prevent child missing

Taking care of child in absence

Notifying when child crosses geofence

Location is sent

Geofence location is set



Positive moments

Happy parents Child taken care without caretaker

User friendly Regular updates

Less expensive



Negative moments

Alert sound is not given

GPS location is not proper

Message along with location not sent

Regular updates not sent





Areas of opportunity

In absence of caretaker

Alert sound along with

Alternate options if message not sent

Where no one is able to take care of child

Reviews may not asked frequently Periodic updates of child location