**FAIRPLANE**



Guidedcitytours

**BasedontencustomerinterviewsandobservationsfromtheFairplaneGuidedCityToursteam**

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# Entice

**SCENARIO**

**Getting information of direction(road signs) and weather conditions**

Howdoessomeoneinitiallybecomeawareofthisprocess?

# Enter

What do peopleexperience as theybegintheprocess?

# Engage

Inthecoremomentsin the process, whathappens?

# Exit

What do peopletypicallyexperience

astheprocessfinishes?

# Extend

Whathappensaftertheexperienceisover?

**Complete information about device**

**device sends data**

**They will check for direction**

**Complete information**

**View detail of all the locations**

**Displays respective location**

**Checking for**

**location**

**Choose a city,date**

**and place**

**Visit websiteorapp**

**Steps**

**Can reuse it for new place**

**Ask others to the same resource**

**Use for device check**

**People might use the same resource again**

**Reuse of the device**

**Gives good location**

**Leave the device**

**Experience the place**

**Meet theguide&group**

**Arrive atlocation**

**Intimates the**

**Person about places**

Whatdoestheperson(orgroup)typicallyexperience?

Most customersdiscover road signs and adjust the location

The customer see all the location to be entered in the monitoring device

Different options can be selected with the help of buttons.

The customer types a city,date and place to know about location

A customer navigates to the child place using location

After deciding to gothey will see firstly the direction

They will completely know about the places

They see summary during difficult situations

After receiving data device will automatically controlled with lolocation

If any sudden accident it will inform the person

Using the directions we can get to our location

Gps is needed

Raspberry pi is also used in this monitoring device

The customer will exit from the device if any corrupt has happened

People will think this is the safe device

The customer will reuse it as it provided good results to them

If they felt comfortable they may reuse it again

They normally usually use this app to check notifications

With their experience they will others to use the same device

They may also use the same resources for their further locations

## Interactions

The device can be used in any device such as Android, I Phone

Customer's email(software likeOutlook or websitelikeGmail)

Recommendationsspan across website,iOSapp,orAndroidapp

They feel the experience based on the working of an device

Monitoring device is one of the best resource to detect

Most safest resource to reach destination

It indicates the place they are

Monitoring device adjusts the location automatically

Correct interaction with monitoring device

It will definitely make child to right place

It also has safety and limited personal questions for registering

Registering can be done by gmail(email)

Just registering in the monitoring device is essential

No need to pay anything

The directions of location are described digitally

Using select button we can select the different settings

Adjusts and displays the respective location through app

Location is visible digitally

Monitoring device ofthe website, iOS app,orAndroidapp

Whatinteractionsdotheyhaveateachstepalongtheway?

To some degree, this iscommunicating indirect with the user

The interaction is made digitally

The places can be adjusted automatically.

It will tell us about the landmarks

**People:**Whodotheyseeortalkto?

**Places:**Wherearethey?

**Things:**Whatdigitaltouchpointsorphysicalobjectswouldtheyuse?

## Goals&motivations

Helpmeseewaysto enhance the resources

Help meseewhat Icouldbedoingnext

Help me see what happen when location corrupts

Help me spread the childsafety device hugely

Help me leave the parents stressfree

Help me make the device works correctly

Help me feel goodabout my decision

Help me feel confident about the usage of gps

Help me make sure Idon't miss my location

Help me feel reliable

Help me feel confidentwhile using this device

Help me get throughregistration

Help me commit touse this resource

Help me understandwhat this is allabout

Help me in getting the risk earlier

Help me in reaching the child to destination safe

Help me in adjusting the location accordingly

Help me in getting this direction

At each step, what is a person’sprimarygoalormotivation?(“Helpme...”or“Helpmeavoid...”)

## Positivemoments

Whatstepsdoesatypicalpersonfind enjoyable, productive, fun,motivating,delightful,orexciting?

It’s happy to see digital options

### Good experience

We think people are really relatable to this device

People like lookingback on their past reports

Excitement is all about the new invention

Adjusting location according to map is very good

It displays every thing digitally

Just registering in to app is enough

Our experience is really good

### People love the resource usage itself,wehavea98%satisfaction

People generallyleave child safety feelingrefreshed andinspired

## Negativemoments

What steps does a typical personfindfrustrating,confusing,angering,costly,ortime-consuming?

People sometimes may forget to on the location

Some people think it is not safe

### People express a bitof fear

They may be in confusion

Sometimes people think lot of stressh

People are unclear about their destination

People feelpeer pressuretouse the corresponding resource

### Customers reportfeeling reviewfatigue

We feel sad in using this resource

People describes as it is really fearful

## Areasofopportunity

How might we make each stepbetter? What ideas do we have?Whathaveotherssuggested?

If you don't follow the child quickly using monitoring device we cant follow up?

Could we automaticallyadjust the location?

Making easier and displaying digitally

### Provide a simplersummary to avoidinformationoverload

Shows the options to be selected

Howmightwemakeour resource easily identifiable

#### Howmightwemakeitclear that tipping isappreciated but notnecessary?

How might parents are feeling save during uasage of monitoring device

#### Is it really sensible device?

How we can view the progressof device?

Is it requires high speed data connection when we use web camera and gps to lively monitor?

### Feel comfortable