## **CUSTOMER JOURNEY**

Date : 30-10-2022

TeamID :PNT2022TMID37031

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## Project Name :IoT Based Safety Gadget for Child Safety Monitoring & Notification

## Maximum Marks: 4 Marks

SCENARIO

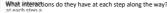
Browsing, booking, Entice Enter attending, and rating a local city tour How does someone
What do people initially become aware experience as they of

Steps

€Ú.

respected Parents or Guardians to monitor Children called Geofence to set boundaries for the child Of the Child's location and options will be available for them to set They can create a geofence What does the person (or Design an App for the group) typically experience? Can create a feature Begins to alerts the parents





People: Who do they see or talk to?



will this process? begin the process? • Places: Where are they? Child's location beinteraction the Parents betweenand the updated · Things: What digital touchpointsChild or physical objects would they Goals & motivations or Guardians has to At each step, what is a person's primary goal or click on the begin motivation? ("Help me..." or "Help me avoid...") being getting lost Monitoring button to Frequent Monitoring Start Monitoring Positive moments What steps does a typical person Safety of the Child is The tracking device find enjoyable, productive, fun, ensured.... Since they is very useful in motivating, delightful, or exciting? are constantly determining the location of the Child Negative moments App wont be available Entering so find frustrating, confusing, angering, What steps does a typical person due to Server issues or a troublesome costly, or time-consuming? process other technical many details is notify me when respected Parents or Another method the child is sending alert Guardians being not leaves the present geofence Areas of opportunity How might we make each step better? What ideas do we have?messages or calls and Engage Exit Extend the core What do people What happens after moments in thetypically experience the experience is over? process, what

the process finishes? happens?

The conditions Of the caretakers and the guardians regarding the safety of the Child is met

Ensures

Safety of the Child

the

Frequently it updates the location and activities of the

A detailed review will b available fo the parents about the child's

The parents will receive the alerts and notification of their Child

an alert w

sent when

child rem

the device

The location verification and notification will be cut off in case of no internet or GPS

> The respected Parents or the guardians will get their Child back

Notifies in the case of Child crossing the Geofence

Sends the location of Child along with Geofence

Frequent update the frequent connectivity is required as it updates to a risker a line of the final tensor of the final tensor

At times when there is
they can also
there where the video
thotoge
the Child

etimes due GPS issue or any other issues that the caretak wont be able to vi

vill pick up heir