

CUSTOMER JOURNEY

Date : 30-10-2022

TeamID :PNT2022TMID37031



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

Maximum Marks :4 Marks

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

Steps



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




Interactions

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

- People: Who do they see or talk to?



- Places: Where are they? Child's location will this process? begin the process?
- Things: What digital touchpointsChild or physical objects would they beinteraction the Parents betweenand the updated




Goals & motivations

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

Prevention of Child being getting lost

Frequent Monitoring

or Guardians has to click on the begin Monitoring button to Start Monitoring




Positive moments

What steps does a typical person ensured.... Since they

Safety of the Child is is very useful in motivating, delightful, or exciting? are constantly determining the location of the Child monitored

The tracking device find enjoyable, productive, fun, are constantly determining the location of the Child



Negative moments


What steps does a typical person costly, or time-consuming?

App wont be available

due to Server issues or any

Entering so find frustrating, confusing, angering, a troublesome process

other technical many details is



Areas of opportunity

How might we make each step better? What ideas do we have?messages or calls and

In case Of the respected Parents or Guardians being not present

notify me when the child leaves the geofence

Another method is sending alert

Engage

the core What do people What happens after moments in thetypically experience the experience is over? process, what as the process finishes? happens?

Exit

Extend



Frequently it updates the location and activities of the

Child

The conditions Of the caretakers and the guardians regarding

the safety of the Child is met

an alert w sent when child rem the devo

The parents will receive the alerts and notification of their Child

A detailed review will be available for the parents about the child's

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



Ensures the Safety of the Child

Notifies in the case of Child crossing the Geofence

Sends the location of the Child along with the Geofence

Constant internet connectivity is required as it updates the

Frequently updates itself and fixing the bugs that arises

Parents wont be tansed or worried Since They Know Where

location

there Child is

no caretaker What have others suggested?

At times when there is

near

they can also view the video footage

the Child to the location the Child

the Child

Parents

People usually find it as a tedious process as it takes a long

As the process ends the parent will pick up their Child

Location activity details are

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