

Project design phase-II

CUSTOMER JOURNEY

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| Date | 12/10/2022 |
| Team ID | PNT2022TMID50843 |
| Project name | Safety Gadget for Child Safety Monitoring and Notification |

Customer journey:



This is the journey of a

Game-Changer

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

What are their key goals and needs?

GPS module..
These types of trackets are needed to find kids wherever they are

GPS services to find the child location and secretly stored on the call logs, short message serve(SMS) logs, contact lists

In order to bridge this gap, the MWCD, under the ICPS, has developed an effective system for the child protection data management and reporting as well as a tool for monitoring.

What do they struggle with most?

Storing the data

Maintain of sensor is difficult

System update is difficult

What tasks do they have?

Tracking device to set in a person or things they use

The customer or parents has to install the application in mobile.

They has to maintain the system properly.

| Journey Steps Which step of the experience are you describing? | Discovery Why do they even start the journey? | Registration Why would they trust us? | Onboarding and First Use How can they feel successful? | Sharing Why would they invite others? |
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| Actions What does the customer do? What information do they look for? What is their context? | <div>Especially this system is more helpful for tracking the lost children.</div> | <div>Connect their account</div> <div>Choose type</div> <div>Check trial</div> | <div>Open the app</div> <div>click options</div> <div>Check Properties</div> <div>Give Feedback</div> | <div>Get data</div> <div>Analyse</div> <div>Show result</div> |
| Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i> | <div>They able to track the children at time</div> <div>Users feels difficult to use the particular app</div> | <div>Product website</div> <div>Enquiry</div> <div>Use Template</div> | <div>User Interface</div> <div>Settings</div> <div>Template Browse</div> <div>Use Seperate</div> | <div>Show result</div> <div>Adding New Data</div> <div>Change settings</div> |
| Touchpoint What part of the service do they interact with? | <div>Timing alarm</div> | <div>Easy to sing up</div> <div>Find</div> <div>Simple to use</div> | <div>Why so many scientific terms</div> <div>Why some terms don't understandable</div> <div>Description are so long to read</div> <div>This type can used to understand</div> | <div>New terms can be understandable</div> <div>Affordable Price</div> <div>It helpful for find the lost children</div> |
| Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i> | <div>😬</div> | <div>😞</div> | <div>😞</div> | <div>😬</div> |
| Backstage | | | | |
| Opportunities What could we improve or introduce? | <div>Increase/decrease</div> | <div>Increase/decrease</div> | <div>Increase/decrease</div> <div>Introduce feedback</div> | <div>Increase/decrease</div> |
| Process ownership Who is in the lead on this? | <div>jathilakshmi</div> | <div>Ambika</div> | <div>Gowsalya</div> | <div>Sharmila banu</div> <div>miro</div> |

What changes for them?

Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

Your kit will wear a device that comes with a GPS

GPS device comes with a code that you can lookup online

Reader also work with the mobile network

What can they finally avoid doing?

You will use a mobile app on a phone to get information on what your child is using in realtime

They can concentrate in the work

We can check the location

What changed in my environment?

People get awareness

By this system the user can find their children's location

They can able save children's life