User journey

by the Design Team of Accenture Interactive NL

People 2-9 | **Time** 30 min | **Difficulty** Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

1 Phases

High-level steps your user needs to accomplish from start to finish

- Seting up the mobile application
- Connecting IOT deviceswith Watson IOT platform to get the location details of the child
- Using a web application to view and monitor the location of the child
- User gets notified if the child goes outsidethe geofence

2 Steps

Detailed actions your user has toperform

- Sign in the application and enter the email and details of the parents
- Update and monitor the location of the child
- Turn on your mobile data to get the recent location of the child
- Connect to the IBM IOT platform and upload location data
- Set the Geo - fence boundary in google maps
- Check whether the child is inside the geofence or not
- Receive the notification if the child goes out of the geofence

3 Feelings

What your user might be thinking andfeeling at the moment

Positive:

- A relief of monitoring their children's location
- Notifications from the application
- Sends the location of the child when the child is out of the geofence
- Children's safety id ensured
- Application is user friendly
- Child can easily use the device
- Current location is tracked
- Device is weightless

Negative:

- Depends on mislocation due to poor internet
- Recharging of mobile phones
- Incase of poor phone network
- Data may ger lost due to poor network
- Device may fail to operate in the absence of internet
- Internet change increases
- Low speed of internet can lead to loss of data
- Sends alert when child moves out of the geofence

Pain points

Problems your user runs into

- The user doesn't have the budget to buy the device
- Monitoring their children without the inernet
- Child must carry the device everywhere they go
- The devie should be capable of selecting the previous locations of children
- Fear whether the child would damage the device
- Location cannot be tracked if it is a network less area
- Doubt whether thedevice mustbe replaced frequently

Opportunities

Potential improvements or enhancements to the experience

- Notifications can be send to the police stations nearby
- The device can be made as cost efficient
- Device can be wearable to avoid carrying it in hands
- Sending live locations continuously with a interval of particular time
- Information of the child can be sent after a specific period of time
- The device can be well proteced and safe to use
- The device can be more user friendly
- Safety of the device can be increased

Share your feedback

CUSTOMER JOURNEY

Team ID	**PNT2022TMID23841**
Project Name	**IoT based Safety Gadget for Child Safety, monitoring and notification**
TEAM LEADER &TEAM MEMBERS	**1. DHARANI N** **2.ADITHYA V** **3.DEEPIKA B** **4.GOPIKA M**