

User journey

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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. 🔎



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| **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 outside the geofence |
|  | | | | |
| **2 Steps**  Detailed actions your user has to perform | Sign in the Update and Turn on your application and monitor the mobile data to enter the email get the recent  and details of location of update about the  the parents the child location of the  child | Connect to  the IBM IOT Set the Geo  platform and - fence  upload boundary in  location data google maps | Check whether the child is inside the geofence or not | Receive the notification if the child goes out of the geofence |
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| **3 Feelings**  What your user might be thinking and feeling at the moment | A relief of  monitoring Notifications  their from the  children's application  location | Sends the Children's  location of the safety id  child when the  child is out of ensured  the geofence | Application Child can  is user easily use  friendly the device | Current Device is  location is weightless  tracked |
| Depends on Recharging Incase of mislocation of mobile poor phone due to poor phones network  internet | Data may Device may  ger lost due fail to operate  to poor in the  network absence of  internet | Low speed  Internet of internet  change can lead to  increases loss of data | Sends alert when child moves out of the geofence |
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| **4 Pain points**  Problems your user runs into | The user  doesn't have Monitoring  the budget to their children  buy the without the  device inernet | Child must The devie should  carry the be capable of  device selecting the  previous  everywhere locations of  they go children | Fear whether Location  the child cannot be  would tracked if it is  damage the a network  device less area | Doubt whether the device must be replaced frequently |
|  | | | | |
| **5 Opportunities**  Potential improvements or enhancements to the experience | Notifications The device  can be send can be made  to the police as cost  stations efficient  nearby | Device can Sending live  be wearable locations  to avoid continuously with  carrying it in a interval of  hands particular time | Information of  the child can The device  be sent after can be well  a specific proteced and  period of time safe to use | The device Safety of the  can be more device can  user friendly be  increased |
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**CUSTOMER JOURNEY**

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| **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** |