

PROJECT DESIGN PHASE – II

CUSTOMER JOURNEY MAP

Date	25/10/2022
Team ID	PNT2022TMID14258
Project name	IoT Based Safety Gadget for Child Safety Monitoring & Notification

Scenario: Monitoring child location	Entice: How child location is monitored		Enter: How message is being notified to user	Engage: What happens in the ocre moments		Exit: What do people typically experinece as the process finishes	Extend: What happens after the experience is over
Steps	Create a web application	Parent can create geofence	Check whether child is inside geofence	Updating of child location	Location of child sent periodically	Review of application	Alert parents
Interation	Guiding child	Regular monitoring	Setting geofence	Regular update	Parent needs are met		Connection terminated when GPS is off
Goals and motivation	Monitoring child	Prevent child missing		Taking care of child in absence		Notifying when child crosses geofence	Location is sent
Positive moments	Happy parents	child taken care without care taker		User friendly	Regular update		Less expensive
Negative moments	Alert sound is not given	GPS location is not proper		Message along with location not sent	Regular updates not sent		More features to be added
Areas of opportunity	In absence of caretaker	Alert sound with message	Alternate options if message is not sent	No one is able to take care of the child		Reviews are not asked frequently	Periodic updates of child location