Customer Journey Map

Project Title	IoT Based Safety Gadget for Child Safety Monitoring & Notification
Team Members	Dharun P - 710719104029 Arun G - 710719104015 Gayathri S R - 710719104032 Aruna Devi R - 710719104016
Team ID	PNT2022TMID31301

STEPS:

- Parent : Create web application and geofence
- To check : Whether the child is inside the geofence
- Update : Child's location
- Notification : Sent live location
- Review : Application
- Alert : Message to Parents

INTERACTIONS:

- Parent or Guardian interacts with web application to know child's location
- Interaction of web application with child to know their location
- Web Application interacts with location to set geofence
- Parent or Guardian receives and acts according to notifications received from the application

GOALS AND MOTIVATIONS:

- To ensure child safety in the absence of parent or guardian
- To monitor child's location and their activities
- To send alerts and notifications to parents when necessary
- To perform necessary actions to ensure the safety of the child

- To alert child and parent when children cross the geofence set by the parent

POSITIVE MOMENTS:

- Less expensive
- Parents can feel safe and relaxed
- User Friendly
- Easy to Connect
- Reviews are asked frequently
- Ensures child safety

NEGATIVE MOMENTS:

- When false notifications are sent, parents may panic unnecessarily
- Requires internet connection
- When the child is in an area where there is poor network connectivity, their location is hard to detect and monitor

AREAS OF OPPORTUNITY:

- Send clear and concise notifications and alerts to parent or guardian
- Expense is reduced
- Safety of child using just a gadget and an application
- Ability to set up precise geofence