CUSTOMER JOURNEY

DATE: 02.11.2022

TEAM ID: PNT2022TMID48656

PROJECT NAME: IOT BASED SAFETY GADGET FOR CHILD SAFETY MONITORING AND NOTIFICATIONS

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Scenario:

Monitoring child location



Entice How child location is monitored?



How message is been notified to user?



Engage In the core moments in the process, what happens?



What do people typically experience as the process finishes?



What happens after the experience is over?



Steps



Parent can create geofence

Check whether child is inside geofence



Location of child sent periodically

Review of application





Interaction

Interacting with child Guiding child

Setting geofence

need to be

Regular updates Parent needs are meet

when gps is



Goals and motivation Monitori ng child

Prevent child missing

Taking care of child in absence

Notifying when child crosses geofence

Location is sent

Less

expensive

Geofence location is set



Positive moments

Нарру parents care without

User friendly Regular updates





Negative moments

Alert sound is not given

GPS location

features to



Areas of opportunity In absence of caretaker

Alert sound along with

if message not sent

Where no one is able to take

Reviews may not asked

Periodic updates of child location