

# Project Design Phase-II

## Customer Journey Map

DATE	01.11.2022
TEAM ID	PNT2022TMID17635
PROJECT NAME	IoT Based Safety Gadget for Child Safety Monitoring and Notification

Journey Steps	Customer Queries	Cost	Execution stage	Awareness	Delivery and Use
Actions	<div>How does i find my child is using this device.</div> <div>It can set up a range of location for the GPS tracker.</div>	<div>Communication between device and mobile through SMS.</div> <div>A mobile app tracks the location data of the customer.</div> <div>Shall i focus on overall quality or just device?</div>	<div>Communication between device and mobile via SMS.</div> <div>Mobile app can track the location of the customer.</div>	<div>Advertise through news, documentary, etc.</div> <div>It can be used for multiple functions.</div>	<div>The features of app will vary based on the tracker.</div> <div>GPS devices comes with a code that you can look up online.</div>
Touchpoint	<div>If you have any alternate option for receiving.</div> <div>Where shall i contact if my device is broken.</div>	<div>Proposed system component cost calculation is low.</div> <div>Device benefit with durable battery life and good connectivity.</div>	<div>Shortest path can be discovered.</div> <div>Get the location of the device in longcode and shortcode format.</div>	<div>We can use high sensitivity vibration sensor.</div> <div>How can i receive kid current location.</div>	<div>Interact with people.</div> <div>We can use high sensitivity vibration sensor.</div>
Areas of opportunities	<div>Its track the child at all the time.</div> <div>It can be upgraded for emergency alerts notification.</div>	<div>It prevent to keep the children away from dangerous area.</div> <div>Database deploys the time series information.</div>	<div>It is computable to put inside child's bagpack.</div> <div>Easy of deployment, maintenance and use.</div>	<div>How i can use the location sensor to detect the location of the device and the customer?</div> <div>Open source kit connects the device between the device and the customer.</div>	<div>Volatile memory is applicable.</div> <div>It constantly updated minute to minute.</div>
Customer Feelings	<div>Where can i buy the product.</div> <div>Is important to follow installation instruction carefully.</div>	<div>Do we have any issues with login?</div> <div>Is the notification sending was easier to access?</div>	<div>Display the last known location.</div> <div>We go for geofence notification.</div>	<div>It is clearly demonstrates how to respond to an unsafe situation.</div> <div>Google map can improve the accuracy of GPS.</div>	<div>Location sensors using the ultra low power operation.</div> <div>We can replace devices like accessories.</div>
Positive moments	Parents are more relaxed about letting the kids go further a field. These are compatible with Android and IOS.	It sends the coordinates in the particular location. It act as a communication tool for parents and can be helpful.	Low operation, effective cost. Deliver exactly what the customer wants.	Increase a child's sense of confidence. It is user friendly device.	Upgrading step up is very easy to make it requirement efficient.
Negative moments	Tracking children with GPS enabled devices is becoming practical and affordable, but child rights and privacy.	The children leaving their phone at a friend's house so their parents think they're there.	It makes you feel compelled to check your phone to see if the notification is arriving or not.	If they're being tracked, young people may feel their parents think they can't be trusted.	They may perceive the devices as an incursion of their privacy. <small>mico</small>