M.A.M.COLLEGE OF ENGINEERING AND TECHNOLOGY

INFORMATION TECHNOLOGY
IBM NALAIYA THIRAN
CUSTOMER JOURNEY

TITTLE NAME   : Child Safety Monitoring And Notification System

DOMAIN NAME   : Internet Of Things (IOT)

TEAM LEAD NAME   : Priyadharshini M

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Scenario: Monitoring child location	Entice How child location is monitored?	Enter How message is been notified to user?	Engage In the core moments in the process, what happens?	Exit What do people typically experience 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
Interaction	Interacting with child	Guiding child · Regular monitoring	Setting geofence · Geofence need to be set	Regular updates · Parent needs are meet		Connection terminated when gps is of
Goals and motivation	Monitoring child · Prevent child missing			Taking care of child in absence	Notifying when child crosses geofence	Location is sent · Geofence location is set
Positive moments	Happy parents · Child taken care without caretaker		User friendly · Regular updates			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 along with massage	Alternate options if message not sent	Where no one is able to take care of child	Reviews may not asked frequently		Periodic updates of child location