**SCENARIO** 

Browsing, booking, attending, and rating a local city tour

# 4

## **Entice**

How does someone initially become aware of this process?



## **Enter**

What do people experience as they begin the process?



# Engage

In the core moments in the process, what happens?



What do people

typically experience

as the process finishes?

# 

**Extend** 

What happens after the experience is over?

## Steps

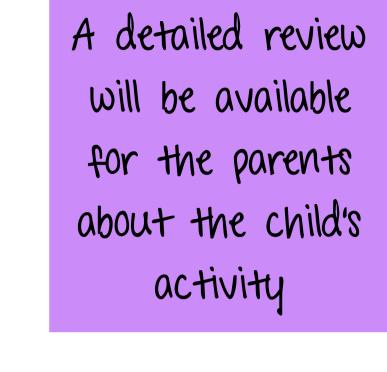
What does the person (or group) typically experience?

Design an App for the respected Parents or Guardians to monitor Children

Can create a feature called Geofence to set boundaries for the child Begins to alerts the parents of the Child's location and options will be available for them to set

Frequently it updates the location and activities of the Child

an alert will be sent when the child removes the device





Interactions

What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?

Child's location will be updated

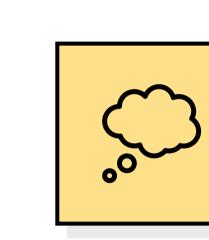
interaction between the Parents and the Child

They can create a geofence

The conditions of the caretakers and the guardians regarding the safety of the child is met

The parents will receive the alerts and notification of their Child

The location verification and notification will be cut off in case of no internet or GPS



## At each step, what is a person's

primary goal or motivation? ("Help me..." or "Help me avoid...")

**Goals & motivations** 

Prevention of Child being getting lost

Frequent Monitoring

The respected Parents or Guardians has to click on the begin Monitoring button to start Monitoring

Ensures the Safety of the Child

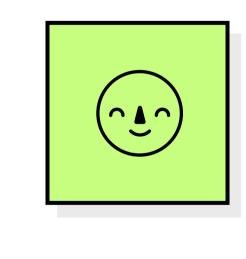
Frequently

and fixing the

bugs that arises

Notifies in the case of Child crossing the Geofence

Sends the location of the Child along with the Geofence



### **Positive moments** What steps does a typical person

find enjoyable, productive, fun, motivating, delightful, or exciting? Safety of the Child is ensured.... Since they are constantly monitored

The tracking device is very useful in determining the location of the Child

connectivity is required as it updates the location Parents wont be tensed or worried ..... Since They Know Where there Child is

The respected
Parents or the
quardians will get
their Child back

# **Negative moments**

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

App wont be available due to Server issues or any other technical issues

Entering so many details is a troublesome process

the Child to the Parents

People usually find it as a tedious process as it takes a long time

Sometimes due to GPS issue or any other issues that arises the caretaker wont be able to view the location the Child

### Areas of opportunity How might we make each step

better? What ideas do we have? What have others suggested?

In case of the respected Parents or Guardians being not

notify me when the child leaves the geofence

Another method is sending alert they can also view the video footage

At times when there is no caretaker near the Child

As the process ends the parents will pick up their