Project design Phase II Customer Journey Map

Date	19 September 2022
Team ID	PNT2022TMID24986
Project Name	IOT based safety gadget for child safety monitoring and notification
Maximum Marks	4 Marks



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?



What do people typically experience as the process finishes?



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



Interacting with child

Guiding child

Regular

monitoring

Setting geofence

need to be

Regular Parent needs updates are meet

Connection terminated when gps is off



Goals and motivation

Monitori ng 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





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