

Customer Journey Map

DATE	10 OCT 2022
TEAM ID	PNT2022TMID47272
TITLE	IOT Based Safety Gadget For Child Safety Monitoring & Notification
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Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder to your project. The information you add here should be representative of the decisions and research you've done about your users. [Learn more](#)

Phases	Needs	Awareness	Action	Monitoring
<p>Steps</p> <p>Consider the steps in your user journey.</p>	The Child wants to wear the smart watch	If the child is in any dangerous zone	The Child will press the emergency button	The parent will receive the notification from the child
<p>Feelings</p> <p>How do you expect stakeholders and customers to feel?</p>	<p>👍</p> <p>👎</p> <div> <div>Loss of knowledge about child</div> <div>Real network coverage issues</div> <div>Emergency may be required</div> </div>	<p>The parents /guardian simultaneously check the child status</p>	<p>The child in danger zone the parents/guardian verify the child monitoring location</p>	<p>Then parents check the received captured videos and recordings and communicate the child</p>
<p>Pain points</p> <p>What do you expect your users to struggle with?</p>	<div> <div>Wearable devices are currently harder to find</div> <div>Poor network coverage</div> <div>Low battery level</div> </div>	If the watch get lost	If any network issues occur	The parent can't track the child's location if the smart watch battery power is down
<p>Opportunities</p> <p>What do you expect your users to struggle with?</p>	<div> <div>Adding the user is easy</div> <div>Wearable devices are featured by wearable device</div> <div>Maintenance is easy</div> </div>	Market about the devices in advertisements	Child exact locations updating continuously without interpreted The device send audio and video are in better quality	The wearable devices features are update particular time Maintenance the image of wearable device.