Project Design Phase-II

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| Team ID | PNT2022TMID24177 |
| Project Name | Project-IoT Based Safety Gadget for Child Safety Monitoring and Notification |

Customer Journey Map

Phase of Journey

Customer Queries

# Awareness

Cost

Excecution stage

# Delivery & use

## ACTIONS

The features of app will vary based on the tracker.

How does i find my kid using this device ?

How are you using it and what is it replacing old method?

Shall i focus on overall quality or just device ?

Communication between device and mobile through SMS.

These products are created to give parents as much information as possible about their child’s real-time location.

Do i need the person for operating this device ?

Is it easy to purchase?

The GSM mobile network will work with the tracker.

It can be used for multiple functions

Advertise through news, documentory , etc.

What does the customer do?

It can set up a range of location for the GPS tracker

Personal trackers are small and unobtrusive and can easily fit in a wallet, backpack,etc.

Conducting seminar

A mobile app tracks the location data of the customer.

The features of app will vary based on the tracker.

To give importance of a good battery life.

GPS devices comes with a code that you can look up online.

## TOUCHPOINT

Interact with people

Shortest path can be discovered.

Get the location of the device in longitude and latitude format.

We can use high sensitivity vibration sensor

Proposed system component cost calculation is low.

Device benifit with durable battery life and good connectivity.

We can use high sensitivity vibration sensor

The tracker comes with flexible to keep it from slipping of child's.

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

if you have any alternate option for receiving SMS, what action will you take ?

Posting through web application.

where shall i contact

,if my device is broken ?

**People:**

Who do they see or talk to?

**Places:** Where are they?

**Things:** What digital touchpoints or physical objects would they use?

the tracker in which you can even store the data so that you can see which route your kid has taken in the past days.

Devices easy to prepare without looking complicated like bands or lockets.

How can i receive kid current location ?

Google map improves the accuracy of the tracking location of the children.

Code developed in spontaneous interaction.

**CUSTOMER THOUGHT**

We can replaces devices like accessories or smart tag.

Messages include customer ID , location and time stamps.

We go for geofence notification.

Display the last known location .

Is the notification sending was easier to access?

It is clearly demonstrates how to respond to an unsafe situation.

It gives children more freedom because when parents know where the children are?

It's important to follow installation instructions carefully.

where can i buy the product ?

Do we have any issues with loggin?

Some trackers allow parents to set up a “safe zone” for their children.

What is the customer thinking?

I think It would be nice to get some sort of feedback, when I click on a button.

Reduces the thought of a child entering into an unsafe situation.

Google map can improve the accuracy of GPS

System combines the installation of an electronic device with the tracking software.

It can review where the child goes by saving information.

To develop child tracking system, a low- cost hardware has been implemented.

Innovative the production and providing better customer experiences.

Location services using the APIs for web application.

Location tracking can also ease unnecessary worry if a child doesn’t answer the phone straight away.

## Positive moments

Low operation, effective cost.

Upgrading step up is very easy to make it requirement effecient.

Easy of use of the app is remarkable.

It's act as a communication tool for parents and can be helpful when working.

It sends the coordinates in the particular location.

Parents are more relaxed about letting the kids go further afield .

These are compatible with Android and iOS devices.

Reassure to use this Device.

User friendly device

Increase a child's sense of confidence.

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Deliver exactly what the customer wants.

It stores the data location securely.

## Negative moments

Parents don’t want their child to be distracted by the device.

Is it comfortable to wear this device?

Tracking children with GPS- enabled devices is becoming practical and affordable, but child rights and privacy campaigners are worried.

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

They may perceive the devices as an incursion of their privacy.

GPS tracker must be handled with caution.

The childrens 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?

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What if they lost the device?

If they’re being tracked, young people may feel their parents think they can’t be trusted.

There are also concern with changed position of the name of the children after each update.

Accuracy issues are usually caused by a location error.

The childrens leaving their phone at a friend's house so their parents think they're there.

Relying solely on GPS can be problematic if there is a signal failure or you are using a battery-powered device that runs out of power.

## Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

#### GPS and GSM signals working together to relay information in a quick and seamless way.

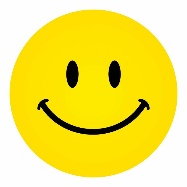
Database deploys the time series information.

Was it easy to set the maximum threshold distance in the app?

The system designed for tracking the child's location at any point in time.

Volatile memory is applicable.

Devices needs hardware like computing power depending on the consumption.



It is compatible to put inside child's bag- pack.

It's track the child all the time.

It can be upgraded for emergency alerts notification.

Parents will get a warning notification to take necessary action and precautions.

It prevent to keep the children away from dangerous area.

They are easy to use and will keep you aware of what your children is doing.

Open source API estimates the distance between the device and the connectivity.

the parent will receive alert message to their preset phone number even if the parent is offline.

Some even include features that can monitor the child’s location, as well as other features that meet unique and specific needs.

Easy of deployment, maintenance,and use.

As we use app we will quick access to everything that is on the tracker.

It offers the additional functionality which requires a high accuracy.

### It constantly updated minute-to- minute.