

# Project Design Phase-II

## Customer Journey Map

Date	16 OCTOBER 2022
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Project Name	IOT Based Safety Gadget for Child Safety Monitoring&Notification

People
   
2-9

Time
   
30 min

Difficulty
   
Beginner

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 in your project. The information you add here should be representative of the observations and research you've done about your users.

Phases	Needs	Awareness	Action	Monitoring
 Steps <small>Detail as far as your user flow in perform</small>	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
 Feelings <small>What your user might be thinking and feeling at the moment</small>	   Less knowledge about child Bad network coverage (issues) Emergency may be occurred	 The parents /guardian simultaneously check the child status	 The child in danger zone the parents/guardian verify the child monitoring location	 Then parents check the received captured videos and recordings and communicate the child
 Pain points <small>Problems your user runs into</small>	 Wearable devices not perfectly handle by child  Poor network connection  Low battery level	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
 Opportunities <small>Potential improvements or enhancements to the experience</small>	 Adding to user is easy  Better quality status are received by wearable device  Maintenance is easy	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.

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