

# Customer experience

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### Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

**Project Title:**IOT Based Safety Gadget for Child Safety Monitoring & Notification.

**Team ID:**PN2022TMID1711

**SCENARIO**

**TIP**

As you add steps to the experience, move each these “Five Es” the left or right depending on the scenario you are documenting.

# journey map

#### Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish.

When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with

**Browsing, booking,**

**attending, and rating a local city tour**

###### Steps

What does the person (or group) typically experience?

###### 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 touch points or physical objects would they use?

### Entice

How does someone initially become aware of this process?

**Design an application for usage by parents to ensure the child's safety/**

Frequent monitoring.

**Use the application to establish a geofence around the child.**

Interact with the parent

### Enter

What do people experience as they begin the process?

**The application uses GPS technology to monitor the child and send a notifcation if the child crosses the geofence.**

## Establish the geofence for the child safety.

### Engage

In the core moments in the process, what happens?

###### The child's location is frequently updated.

**Location of the child is updated periodically.**

## The caretakers or parents or the guardians conditions and requirements regarding the safety of the child are met.

### Exit

What do people typically experience

as the process finishes?

**Constantly analyze and review the application**

The application sends a notification stating the

location of the child and

the parent can make use

of it and find the child.

### Extend

What happens after the experience is over?

**The application will send a notification and alert the user,i.e,the parents.**

##### The location verifcation and constant monitoring is turned off when GPS cuts or internet isnt availble from the device user side.

###### Goals & motivations

At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)

Prevent child from going missing

Monitoring child

The people who use the application will have to click on the monitor feature to begin monitoring the child.

Ensure the child safety and take care of child.

Notifies when child crosses geofence.

The location is sent.

Geofence location is sent.

###### Positive moments

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

#### When a missing child is found

#### Tracking of child's location is very useful in determining the child's spot.

#### Frequent updates and bug fixes.

Upon finally detecting the location of the child finally the parent willn't be tensed and stay relaxed.

#### The caretakers will get their child back

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###### Negative moments

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

Application not available or accessible due to server issues.

Filling many details is a cumbersome process.

Constantly tracks chil's activites that uses internet to show where the child is using the application.Constant internet connectivity is required.

##### People find the process to be a little hassle as it is a long process.

##### Sometimes due to GPS issues some guardians or caretakers mayn't be able to track the child's location due to various issues.

###### Areas of opportunity

**Template**

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

When the guardian isnt present.

Push a notification when child leaves the geofence.

Another method other than pushing notification is sending an alert message or a call.

At times when there is nobody around the child or when no one is there to ensure safety of child.

As the process end people will find means to get back their child.

Constantly and frequently update the child's location.