

User journey


by the Design Team of Accenture Interactive NL



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. 

<div><div>●</div><div>Phases</div><div>High-level steps your user needs to accomplish from start to finish</div></div>	<div>We need to install the application.</div>			<div>Activating the gadgets that will perform the process.</div>		<div>The device monitoring and and provide the child information and communication details.</div>		<div>Setting up the geofence location for the particular distance.</div>	
<div><div>Steps</div><div>Detailed actions your user has to perform</div></div>	<div>Enter the communication details.</div>	<div>we most enter the child details to the device such as name, age, height etc.....</div>	<div>Monitor the child location and places.</div>	<div>Allow thw access to the notification tones.</div>	<div>create and draw geofence boundary in the google map.</div>	<div>Turn on the mobile data</div>	<div>Turn on the location service.</div>	<div>Ensure that the device link the mobile application.</div>	<div>Turn on the device.</div>
<div><div>Feelings</div><div>What your user might be thinking and feeling at the moment</div></div> <div><div>👍</div><div>👎</div></div>	<div>It sends notification through the app.</div>	<div>Notification will sent to the given contact details.</div>		<div>sends a notificcation once the child goes out of the geofence</div>	<div>can mark the required location.</div>	<div>The application is user friendly.</div>		<div>Device is weightless so that the device is taken by the child.</div>	<div>Tracks the current location of the child.</div>
	<div>The product is costly.</div>	<div>It highly depend on the internet.</div>	<div>A monthly recharge is required for receiving notification.</div>	<div>Sends notificationn only when step out of geofence.</div>		<div>Possibility of getting lost easily.</div>		<div>The device would not work in network less.</div>	
<div><div>Pain points</div><div>Problems your user runs into</div></div>	<div>The user do not havbudget to buy the device.</div>	<div>The monitoring can't be done without internet.</div>		<div>As sim is required for the device.</div>		<div>Wants to know about every places.</div>	<div>Want to know about the history of the cchild places previously thet went.</div>	<div>If the device in networkless area then it can't monitor tje location.</div>	<div>As the device would be carried by the child.</div>
<div><div>Opportunities</div><div>Potential improvements or enhancements to the experience</div></div>	<div>A notification can be sentt directly from the cloud.</div>	<div>ThE device would not require a sim card and recharge.</div>	<div>The device can be made cost efficient.</div>	<div>The notification can be sent directly from the cloud</div>	<div>The application can be made more user friendly.</div>	<div>The devicece would not require a sim card and recharge</div>	<div>The device can be made innto wearable gadget.</div>	<div>Location notification can be sentt after every fixed amount of time.</div>	<div>TIP Click on the + outside the border of the table to add additional rows and columns.</div>

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