Project Design Phase-II
Customer Journey Map

Date	08 October 2022
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Project Name	IOT based saftey gadget child monitoring and notication

User journey

People 2–9   Time 30 min   Difculty 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	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 notifcation from the child
Feelings	Less knowledge about child / Bad network coverages /issues / Emergency may be occured	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	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 childs location if the smart watch battery power is down
Opportunities	Adding to user is easy / Better quality datas are received by wearable device / Maintenance is easy	Market about the devices in advertisements	Child exact locations updating continuesly without interpreted The device send audio and video are in better quality	The wearble devices features are update particular time Maitenance the imageof wearable device.

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