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|--------------|-----------------------------------------------------------------------|
| Date         | 12 OCTOBER 2022                                                       |
| Team id      | PNT2022TMID31252                                                      |
| Project name | IOT BASED SAFETY GADGET FOR CHILD SAFETY<br>MONITORING & NOTIFICATION |
| Maximum mark | 2 MARKS                                                               |

## **Customer journey**

### **Customer**

Our customers are parents who are unable to monitor their kids for 24/7, The reason for a parents to buy our product is to know where their child is and and know their real time location so that they are aware where their kids are headed to. The geo-fencing allows the parents to keep a radius or cover an area so that they are alerted when their kids cross the geo-fencing area this keep the kids safe and they will in the eye's of parents .

### **Customer journey**

After purchasing the product customer receive their product and we provide them a sim-card that must be inserted into the band to get activated, Once the sim is inserted the sim get's activated and using our application the device is paired with the parents smart phone this can be paired at max of 2 smart phones and the account can't be logged in into a new phone, once the parent sets up the device then they can wear it to their kids, the band can't be removed without parents knowledge if it is removed then parents are given a alert notification. The sim card in. The band has a subscription plan which has 3 plans 3 months 6 months and 1 year this plan keeps the sim card active to monitor their kids. This allows the parents to monitor their kids when they are unable to do or unavailable to do.