Project Design Phase-II
Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID11105
Project Name	IoT Based Safety Gadget for Child Safety Monitoring & Notification
Maximum Marks	4 marks

Customer Journey Map

PHASES	MOTIVATION	INFORMATION GATHERING	ANALYSES VARIOUS PRODUCTS	CHOOSE THE MOST EFFICIENT PRODUCT	PAYMENT
ACTIONS	User needs notification in case of emergency when children is missing.	Want to choose an efficient method to save the child.	Solutions we have is by using IOT, Sensors, Android Applications etc.,	IOT based notification is more efficient than Sensors etc.,	It is a service based product and payment is upto the customer.
TOUCH POINTS	The parents will get satisfied according to the design of our idea.	After our idea got implemented parents (users) may be feel comfortable and safety.	The parents gets interest as we develop various ideas.	It will be very useful for parents who is working in jobs and also as house wives.	The product will be very much useful for rural people and we get more help from government.
CUSTOMER FEELINGS	☺	☹	☺	☺	☺
CUSTOMER THOUGHTS	The user(parents) thinks that it will be very useful in busy schedule of life.	The parents must think whether the information given will be correct or not.	User may think whether there is any alternate solution for this problem.	This is very useful for the future upcoming generation.	This application is user friendly.
OPPORTUNITIES	The user will get better application for child safety.	The user should know about the working of application.	The user must be aware of all other solution.	The user should identify the suitable application for them.	The society will be benifited by this application.