

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>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	Onboarding of appliance		Triggering the gadget		Trace whereabouts and pitching GPS		Real-time monitoring and instantaneous notification regime	
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	Attach the communication details of both the child and the parent and their address of the location with Google map	Activate the device and switch on mobile data	Link the device to the mobile application	Enable the GPS/Bluetooth	GPRS block is activated with SIM card on board	The location tracking is based on GPS , bluetooth , wifi	The notification is sent through the app	Updated location can be sent after every fixed amount of time and should be noticed frequently
<div><div>3</div><div>Feelings</div></div> <div>What your user might be thinking and feeling at the moment</div> <div><div>👍</div><div>👎</div></div>	The appliance is user amiable, compact, weightless and comes in handy.	Create unassailable environment	Tracks the current location of the child	Information is effortlessly accessible even if we are away from the actual location	Can imprint any desired location	It has high dependability and data accuracy	Gives alert when the child is at risk	Monitor is possible in all time
	The gadget hinges predominantly on the internet	Many may not apprehend how to use the gadget's server	The device would not work in a network less place	Function of this device will be not working when water enters	This device will not be functioning under improper weather conditions	The system should help to monitor/track the children and report to their parents	Does not receive a notification during a device in off condition	If the GPS connection lost due to battery drain then there is no communication between child and parent
<div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>	Inadequate battery supply leads to switching off the device	When the kidnappers use the signal jammers to break the device	Misplacement or losing the tag doesn't detect the status of the child	If the device is damaged or broken then it doesn't endorse tracking	When the device in signal less place of network then it was hard to track	The GPS Geo fencing concept is used in particular boundary space	Delay of receiving notification	The monitoring can't be done without internet
<div><div></div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>	Disseminating the devices in advertisements/ Broadcasting	Exemplifying proper guidelines by demonstrating	When parents want to check their kid's fitness and well-being	The wearable devices should feature the child's exact locations and be updated continuously without interpreted	History of location can be stored in the cloud	The GPS should transmits the position of the child every second	The system should be monitored 24/7	Implementation of Emergency Alert System

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