

<div data-bbox="100 55 420 255"> <div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div> </div>	<div data-bbox="574 55 641 125"></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div data-bbox="1152 55 1202 125"></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div data-bbox="1643 55 1703 125"></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div data-bbox="2257 55 2315 125"></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div data-bbox="2822 55 2882 125"></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div data-bbox="57 349 137 432"></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div data-bbox="574 375 782 500">Design an application for usage by parents to ensure the child's safety</div> <div data-bbox="850 375 1058 500">Use the application to establish a geofence around the child.</div>	<div data-bbox="1219 360 1481 519">The application uses GPS to monitor the child and sends notification if child crosses geofence range</div>	<div data-bbox="1653 365 1888 506">The child's location is being updated frequently.</div> <div data-bbox="1932 365 2167 506">Location updated with time in periodical manner</div>	<div data-bbox="2335 338 2624 511">look out the features and review the application</div>	<div data-bbox="2933 345 3222 519">The application will send a notification and alert parents</div>
<div data-bbox="23 589 107 672"></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div> <div>■ People: Who do they see or talk to?</div> <div>■ Places: Where are they?</div> <div>■ Things: What digital touchpoints or physical objects would they use?</div> </div>	<div data-bbox="581 598 776 717">Frequent monitoring</div> <div data-bbox="863 598 1058 717">Interaction with the parent</div>	<div data-bbox="1233 607 1454 742">Establish the geofence range</div>	<div data-bbox="1716 591 2079 807">The parents or the guardians conditions and requirements regarding safety of child are met.</div>	<div data-bbox="2294 576 2691 816">The application sends a notification stating location of child and parent can make use of it and find the child</div>	<div data-bbox="2866 580 3262 820">The location monitoring is turned off when GPS cuts or internet isnt available from the device user side.</div>
<div data-bbox="50 885 134 968"></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div data-bbox="577 898 789 1025">Prevent child from getting lost</div> <div data-bbox="850 898 1058 1025">Monitoring child</div>	<div data-bbox="1229 901 1458 1038">Taking care of child in absence</div>	<div data-bbox="1770 898 2032 1057">Ensure the child safety and take care of child.</div>	<div data-bbox="2345 887 2664 1079">Notifying when child crosses geofence</div>	<div data-bbox="2913 885 3215 1066">Geofence location is sent.</div>
<div data-bbox="50 1132 134 1215"></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div data-bbox="705 1125 957 1278">Child taken care without caretaker</div>	<div data-bbox="1236 1153 1464 1291">Tracking of child's location is very useful in determining the child's spot</div>	<div data-bbox="1680 1164 1888 1291">User-friendly</div> <div data-bbox="1918 1164 2130 1291">Frequent updates and bug fixes</div>	<div data-bbox="2358 1153 2640 1323">Upon finally detecting the location of the child the parent won't be tensed and stay relaxed.</div>	<div data-bbox="2933 1160 3192 1315">Parents can free from worrying about the child</div>
<div data-bbox="50 1400 134 1483"></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div data-bbox="735 1422 934 1543">Application not available or accessible due to server issues.</div>	<div data-bbox="1239 1419 1461 1552">Filling many details is a complex process</div>	<div data-bbox="1770 1406 2066 1583">Constantly tracks child's activites that uses internet to show where child is using the application.Constant internet connectivity is required</div>	<div data-bbox="2358 1400 2654 1580">People find the process to be a little hassle as it is a long process</div>	<div data-bbox="2916 1404 3212 1583">Sometimes due to GPS issues guardians or caretakers may not be able to track the child's location due to various issues.</div>
<div data-bbox="50 1644 134 1727"></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div data-bbox="567 1641 766 1759">In absence of caretaker</div> <div data-bbox="846 1641 1034 1759">Push a notification when child leaves the geofence</div>	<div data-bbox="1253 1650 1471 1781">Another method is sending an alert message or a call.</div>	<div data-bbox="1780 1641 2056 1807">At times when there is nobody around child or when no one is there to ensure safety of child</div>	<div data-bbox="2382 1650 2654 1812">As the process end people will find ways to get back their child</div>	<div data-bbox="2940 1646 3215 1812">Frequently update the child's location</div>