## PROJECT DESIGN PHASE-|| Customer Journey Map

| Date          | 08 October 2022  |  |
|---------------|--|--|
| Team Id       | PNT2022TMID47484   |  |
| Project Name  | IoT based Safety Gadget for Child Safety Monitoring&notification |  |
| Maximum marks | 4 marks  |  |

| Journey Steps Which step of the experience are you describing?   | <b>Discovery</b> Why do they even start the journey?  | Registration Why would they trust us?  | Onboarding and First Use<br>How can they feel successful?  | Sharing<br>Why would they invite others?   |
|--|---|--|--|--|
| Actions What does the customer do? What information do they look for? What is their context?                                     | Used to assure the safety<br>of the child by racking the<br>children in real time   | The Common of th | Systems on By giving the Art Art.  Section on the Art Art.  Section of Art Art.  Section of | State - Amount of the Control of the |
| Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person norrotor. | The control of the co                                  | Protection and Protec | And after the control of the control | Primed visual Section of the Section |
| Touchpoint What part of the service do they interact with?   | We fit it comes<br>to the comes<br>to the comes to<br>the comes to<br>the comes to the comes to the comes to<br>the comes to the comes to the comes to the comes to<br>the comes to the comes to the comes to the comes to the comes to<br>the comes to the comes to the comes to the comes to the comes to the<br>comes to the comes to | Modelin oppy were adults bornel  | Modellar<br>Mare GMS   | Stated mode Wednesday.   |
| Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions                                   | 6   | <b>©</b>   | •  | <b>©</b>   |
| Opportunities What could we improve or introduce?  | Increase the security of the child by tracking  | Reduced in cost.   | Decrease the crime rate.   | Increase the usage of  |
| Process ownership Who is in the lead on this?  | Parents or Caretakers   | Permittal<br>Controllers   | Coldinate, and Fermin.   | Parieta de<br>Condidors  |