













CUSTOMER JOURNEY

Date : 28.10.2022

Team ID : PNT2022TMID52822

Project Name : IoT Based Safety Gadget for Child Safety
Monitoring and Notification

Max Marks : 4 Marks

 <p>SCENARIO</p> <p>Browsing, booking, attending, and rating a local city tour</p>	 <p>Entice</p> <p>How does someone initially become aware of this process?</p>	 <p>Enter</p> <p>What do people experience as they begin the process?</p>	 <p>Engage</p> <p>In the core moments in the process, what happens?</p>	 <p>Exit</p> <p>What do people typically experience as the process finishes?</p>	 <p>Extend</p> <p>What happens after the experience is over?</p>
 <p>Steps</p> <p>What does the person (or group) typically experience?</p>	<p>Design an App for the respected Parents or Guardians to monitor Children</p> <p>Can create a feature called Geofence to set boundaries for the child</p>	<p>Begins to alerts the parents of the Child's location and options will be available for them to set</p>	<p>Frequently it updates the location and activities of the Child</p>	<p>an alert will be sent when the child removes the device</p>	<p>A detailed review will be available for the parents about the child's activity</p>
 <p>Interactions</p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	<p>Child's location will be updated</p> <p>interaction between the Parents and the Child</p>	<p>They can create a geofence</p>	<p>The conditions of the caretakers and the guardians regarding the safety of the Child is met</p>	<p>The parents will receive the alerts and notification of their Child</p>	<p>The location verification and notification will be cut off in case of no internet or GPS</p>
 <p>Goals & motivations</p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>Prevention of Child being getting lost</p> <p>Frequent Monitoring</p>	<p>The respected Parents or Guardians has to click on the begin Monitoring button to start Monitoring</p>	<p>Ensures the Safety of the Child</p>	<p>Notifies in the case of Child crossing the Geofence</p>	<p>Sends the location of the Child along with the Geofence</p>
 <p>Positive moments</p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>Safety of the Child is ensured.... Since they are constantly monitored</p>	<p>The tracking device is very useful in determining the location of the Child</p>	<p>Frequently updates itself and fixing the bugs that arises</p>	<p>Parents wont be tensed or worried Since They know Where there Child is</p>	<p>The respected Parents or the guardians will get their Child back</p>
 <p>Negative moments</p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>App wont be available due to Server issues or any other technical issues</p>	<p>Entering so many details is a troublesome process</p>	<p>Constant internet connectivity is required as it updates the location the Child to the Parents</p>	<p>People usually find it as a tedious process as it takes a long time</p>	<p>Sometimes due to GPS issue or any other issues that arises the caretaker wont be able to view the location the Child</p>
 <p>Areas of opportunity</p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>In case of the respected Parents or Guardians being not present</p> <p>notify me when the child leaves the geofence</p>	<p>Another method is sending alert messages or calls and they can also view the video footage</p>	<p>At times when there is no caretaker near the Child</p>	<p>As the process ends the parents will pick up their Child</p>	<p>Location and activity details are stored</p>