

EMPATHY MAPPING CANVAS

Design for: Voice Control Smart Home Automation

Design by Team:

DATE: 10th Feb, 2022

Version: 3.0

<div>USERS</div> <div><ul style="list-style-type: none">FAMILY MEMBERS<ul style="list-style-type: none">RELATIVESAGED PEOPLECHILDRENSLUXURIOUS GROUP OF PEOPLEPHYSICALLY HANDICAPPED PEOPLE</div>	<div>STAKEHOLDERS</div> <div><ul style="list-style-type: none">END-USERSDEVICE MANUFACTURERSSERVICE PROVIDERSPLATFORM PROVIDERSNETWORK PROVIDERSREGULATORS</div>
<div>ACTIVITIES</div> <div><ul style="list-style-type: none">VOICE COMMAND THROUGH GOOGLE ASSISTANTCONTROL RELAY THROUGH BUTTON PROVIDED IN APPAUTOMATIC CONTROL OF LIGHTS THROUGH VOICE<ul style="list-style-type: none">ONLINE ORDERING24×7 MONITORING SYTEMVARIOUS SENSOR DETECTION THROUGH IOTCONTROL OF ALL SMART DEVICES THROUGH A SINGLE APP<ul style="list-style-type: none">ENERGY EFFICIENT AND LOW MAINTENANCE</div>	
<div>STORY BOARDING</div>	
<div>HAPPY:</div> <div><p><i>Shiv was diagnosed with autism at the age of three. Today, he is an active, high functioning child living in Asola, New Delhi. His autism sometimes brings unique challenges for his mother Amari. Shiv comes and goes freely, but causes concerns for his mother. The sensors, Detectors and cameras that are part of her smart home has brought a sense of security and freedom to Amari. The system notifies her when he is out and allows her to keep a watch on him .</i></p></div>	
<div>HAPPY:</div> <div><p><i>The Alma family calls home. They choose a V2V2N smart home system to add an extra level of protection to their home. It's a good thing they did, because just a few months after they started their service, the system detected fire while the family was out of the house. V2V2N notified the local fire department and they were able to be there and able to put out the fire before the neighbor knew that something was wrong. Thanks to professional 24×7 monitoring, the Almas home was saved.</i></p></div>	
<div>SAD:</div> <div><p><i>Amazon's Virtual Assistant, Alexa, has accidentally made some expensive purchases for owner's children. One highly publicized incident was the case of a six-year old who ordered a \$170 Dollhouse and four pounds of cookies through Alexa with her parents realizing the mistakes after the products arrived. Alexa as well as other virtual assistance and smart devices, have been triggered by unauthorized voice commands in the past. Now Amazon Echo requires confirmation before sending the order. This feature prevents unintentional orders.</i></p></div>	
<div>SAD:</div> <div><p><i>Having security cameras and video enabled baby monitors is one way that home owner and parents help themselves feel at ease. The problem is that sometimes these devices gets hacked. This can lead to some scary situation like parents that thought a man was in their nursery, only to find out someone had hacked their baby cam and was using it to talk to their bab</i></p></div>	

