

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience? Interactions	[step] Give inputs to your car's perforamnce Analyze and compare the different vehicles Vehicles	[step] Get a chance to look at the variety of vehicles and performance metrics	Differents can find only using comparison	After detail analysis the user will have clear mindset	The user can purchase car and give the feedback
What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	recommandations based on vehicle comparison Talk with mentor for further details	users are helped by throughout by mentor	Compare the performance of the model	Telling their friends and other people about the application	telling about their application
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Primary goal is to analyze and display Performance details	Upon final decision and purchase of car, User can give feedback.	Get the best affordable vehicle according the indivual requirement	Purchasing the best car according to their own requirement and spending optimum money	Purchasing the beast car according to their own requirement and spending money
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Compare performance metrics of different vehicles	Better decision making on choosing vehicles according to their own needs	Saving time and money by spending optimum cost for the product	Satisfaction of choosing the vehicles	Satisfaction of choosing the vehicles
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	These metrics are subjected to changes depending on a lot of factors	Cost factor may change with external factors	Cost factor may change with external factors	Concern of the future of the manufacturer as the spare parts are needed in case of repair	Concern of the future of the manufacturer as the spare parts are needed in case of repair
How might we make each step better? What ideas do we have? What have others suggested?	Try to predict the on-road performance of the vehicles	Customers expect more database so that comparison can be done better	Customers expect more database so that comparison can be done better	Customers expect more database so that comparison can be done better	Customers expect more database so that comparison can be done better