SCENARIO

Browsing, booking, attending, and rating a local city tour



Steps

What does the person (or group) typically experience?



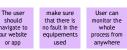
Entice

How does someone initially become aware of this process?



Mobile apps to monitor the whole system

By attending awareness programs regarding this whole process





Enter

What do people experience as they begin the process?







Engage

In the core moments in the process, what happens?

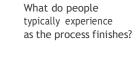




Notifies the amount of waste in the bin

Limited man power

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Exit







L

What happens after the experience is over?











Interactions

What interactions do they have at each step along the way?

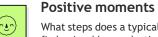
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?



primary goal or motivation?



At each step, what is a person's ("Help me..." or "Help me avoid...")





can be operated from anywhere

To protect nature from harmful wastes

To prevent harmful diseases







Network connectivity issues may occur





Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Areas of opportunity

How might we make each step



Implementation is quite complicated

programs to educate people about smart metropolitan cities

By this the environment can be kept clean

Some people may find it hard to understand the process

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Modern technology makes this whole process simple

They are able to monitor the system remotely

Check the working of the whole system