

## 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.

SCENARIO Analyzing, detecting,					
training and prediction of skin	Entice How does someone	Enter What do people	Engage In the core moments	Exit What do people	Extend What happens after the
diseases	initially become aware of this process?	experience as they begin the process?	in the process, what happens?	typically experience as the process finishes?	experience is over?
Steps What does the person (or group) typically experience?	BROWSE ABOUT THE SYMPTOMS  SEARCH FOR THE DERMATOLOGY CLINICS  CONSULT THE DERMATOLOGIST	Make an appointment with the Dermatologists  Undergo Undergoing diagnostic procedures	Processing the image and detecting the disease  Predict the images and detecting the disease  Result of the patient	Aware about Skin disease Specialists	Disease is cured recommendation
	While browsing, the user can the user can understand about the disease  While searching, the dermatologists the user gets better treatment  While searching, the dermatologists the user gets better treatment	The user confirms his/her consultancy with the doctor through phone call  The doctor reviews the patients medical history and checks the skin problem  Tests will be carried out	Analyzing the information based on the images  Get to know about the type of skin disease  Gets a report based on the analysis	The patient will be aware of his/her skin disease  Specialist advise you to keep or change current skin care routine	The problem is controlled and treated  May call the clinic if you have questions related to your condition
Interactions  What interactions do they have at each step along the way?	The patient discuss the problem with their family members  The patient visits nearby Dermatology clinic  Patients will search and visit websites for details about their disease	Patient's detail for appointment  Reviewing the patient's medical details  Payment through cash or online payment	Knowing about the stage of the disease patient has  Getting suggestions and medication from doctor  Additional payment if required	Interaction with other patients with similar problem  Interaction with the specialist	Complete treatment details including prescription are recorded  Finding the best clinic
<ul> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What digital touchpoints or physical objects would they use?</li> </ul>					
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	Obtain accurate result while browsing for symptoms  Makes browsing easy through images	Helps in finding contents related to Erythema  Helps to enquire about the symptoms	The results should be accurate  Receive suggestions on home treatment  Medication should cure the disease	Makes it recommendable to others  Satisfies the patient at the end of treatment	Helps to know ways to take care of the skin
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It's easy to look at websites and treatment options  It reassures reading reviews by past patients	It is easier to contact the clinic  It's easier to upload images	Easy and effective treatment  Accurate report generation	Proper care is taken by the doctor  100% accurate result	Results are stored for future use
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The patient's skin could become irritated and inflamed  Symptoms may be detected wrong, due to some technical faults	Reduced self- esteem and increased anger levels  The condition can be fatal at severe stage	The patient feels more embarrassed and stressed  Difficult feelings can be triggered by other individuals	Low quality of image affects the develop various infections	The patient's skin might get damaged
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	The image quality should be high  Shows results based on similar phrases	Personal details should be checked properly  Before attaining the critical stage, the disease should be detected	Provide a simpler summary	If the detected disease is not Erythema, proper suggestions to be given	How to help patients learn more about prescribed home treatments