

Guided city tours

Based on ten customer interviews and observations from the Fairplane Guided City Tours team

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SCENARIO

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?

Go to the hospital

Brainstorm method

Most probably patients move to hospital to get cured

Discuss with the doctor about their disease

Discuss about the treatment

Complete payment information

After deciding,they will get aware about the treatement

They fill out their contact and credit card information, then continue

Arrive at Hospital on the desired time

Meet the doctor & group

Using their own means of transportation, the customer makes their way to hospital at the scheduled time.

Take decision for scanning

Do develop more

Current trends

To develop and upgrade the project for more uses

Thus the system compete the current technology

World wide solution

To add the world wide feature and help to use in all hospitals

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?

It is very secured and safety for implementation

Easy to use and reduce the waiting time of the patient

User friendly

The software platform is reliable

The platform is very secured

System access time is quicker and faster

Eco friendly and easy to manage

Output of the system is reliable

Power consumption is less

Interface between user and system

Gesture control and prediction

Process based on the gesture

Complete testing

Take report (x-ray)

Quick recovery solution

Goals & motivations

At each step, what is a person's primary goal or motivation? (“Help me...” or “Help me avoid...”)

This project helps doctors to monitor the patient easily

The radiology image as will be expanded or contracted according to the gesture

Make patient more confident on the life

They are afraid of placing that product on their body

Slowly build confident after seeing their result in monitor

Help me understand what this project and concept

Help me make sure I don't forget about my project because I have learnt many things

Helps me to understand the sensor data when it is visualized in the monitor

Help me see what I have done before

Help me to avoid making errored report

Positive moments

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

Prevent patient from severe hazards

They are excited to see their own x-ray on live

Cost efficient and eco friendly

Easy to handle

Safety and security

Patient feel better

Save time and give more accuracy

Negative moments

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

Always the user must grab the device

frustration

Little environmental effect

Leaving the review

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Based on medicals and hospital

Feels good

High security

Advance technology