Guided city tours























SCENARIO

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



How does someone initially become aware of this process?



What do people experience as they begin the process?



In the core moments in the process, what happens?



What do people typically experience as the process finishes?



What happens after the experience is over?



Steps

What does the person (or group) typically experience?

Go to the hospital

Arrive at Hospital on the desired time

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?



easy to manage

Process based on the gesture



Goals & motivations

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

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

Make patient more confident on the life

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



Positive moments

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

Safety and security

Save time and give more accuracy



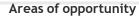
Negative moments

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

Always the user must grab the device

frustration

Leaving the review





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