

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product

regarding advanced

technologies

different people

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

may make the

person more

satisfied and

happy

enough to

teaching this to

their friend

or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows. **Entice Exit Extend Enter** Engage **SCENARIO** What do people What happens after the How does someone What do people In the core moments initially become aware typically experience experience is over? experience as they in the process, what Browsing, booking, of this process? as the process finishes? begin the process? happens? attending, and rating a local city tour as they came to know about the Searching for Checking for find Start using communicate finding Steps Starting their usage with the app solution solutions app they start What does the person (or group) they get certain using CNN and using the advanced typically experience? they also get the features of this app if they need any that converts updatuons in often them into voice steps that to be extension they the application deaf people who are not handled during will add any a person during they finally as they start to use as they begin to start as they start to checking for any able to speak checks for new version of as they get advanced the application they come to know the usage, they start recently available use they see the the updates for the application features of the start to find the technologies for deaf or technology that helps error or some application app advanced features of user and the from the app dump people discomfort in them to communicate and start using this application application engaging the the get familiar handling the with it. takes place application they go for places who Interactions using this app they keep interacting they make provide the dump usage with technically What interactions do they have at after usage after getting they can communication information or they interact each step along the way? strong and machines that helps clear they try to communicate they suggest much more with mentors engineering students deaf people explain things to with each other People: Who do they see or talk to? this type of easier and does who help for deaf and dump and with the Places: Where are they? their better not have the feel apps to near people like them normal people usage of the app Things: What digital touchpoints or they try to create of disability by friends. physical objects would they use? new things by their intuition **Goals & motivations** to get to to experience the motivated during this step the they have a At each step, what is a person's know about advanced people during motivation of the primary goal or motivation? desire to features of the the session is the person is to find a ("Help me..." or "Help me avoid...") application and to understand share this to information of better technology the application make use of the their friends the project. system efficiently. **Positive moments** they will get several they will come information related to What steps does a typical person they will enjoy find enjoyable, productive, fun, to know about they will do advanced technology the advanced motivating, delightful, or exciting? during searching the the features and good thing to features of the start using the their friends by application and benefits of the suggesting forgot their applications. this to others disabilities **Negative moments** they may this app may be they get more What steps does a typical person they may get even get not usable for find frustrating, confusing, angering, information which disappointed costly, or time-consuming? their friends and addicted to will get them due to the they may get this type of confused disappointed usage application Areas of opportunity they have such a they have an they get good ideas making use for How might we make each step they get more better? What ideas do we have? and informations this advancement idea of using experience good What have others suggested? suggestion from

and good

things

application.