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?

Entice:
- Visit website or app
- Check the equipements
- Monitor the whole process
- The user should navigate to our website or app
- make sure that there is no fault in the equipements used
- User can monitor the whole process from anywhere

Enter:
- Create an account in the app
- Log in to the app
- Equipements check
- The user should create an account by using mail or phone number
- The user should login the app using the same number or mail
- In the dashboard we can check the efficiency of the equipements used

Engage:
- Alert message
- Seggregation of waste
- The user is notified whenever there is a system fault
- Pickup hand separates the different kinds of waste

Exit:
- Ensure that the system is working efficiently
- Submitting feedback
- Waste treatment is efficient
- User can review and give suggestions to make it better

Extend:
- collecting waste from the bin
- Saves dumping area spaces
- Direction of bringing changes to the current disposal system
- segregate the waste without the help of the workers with less time
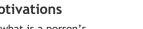
Interactions
What interactions do they have at each step along the way?
- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

Entice:
- Mobile apps to monitor the whole system
- By attending awareness programs regarding this whole process

Enter:
- Check the working of the whole system

Engage:
- Notifies the amount of waste in the bin

Exit:
- Customer's mail
- Review the system

Extend:
- completed experience profile on the apps

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

Entice:
- To keep the environment clean
- To prevent harmful diseases
- To protect nature from harmful wastes

Enter:
- They are able to monitor the system remotely

Engage:
- Limited man power

Exit:
- Get ideas about making the system more efficient based on the reviews

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

Entice:
- can prevent the spread of hazardous diseases
- can be operated from anywhere
- Limited man power

Enter:
- Modern technology makes this whole process simple

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

Entice:
- Software maybe corrupted
- Implementation is quite complicated
- Network connectivity issues may occur

Enter:
- Some people may find it hard to understand the process

Areas of opportunity
How might we make each step

Entice:
- To mange waste in metropolitan cities
- Conduct awareness programs to educate people about smart waste management

Enter:
- By this the environment can be kept clean

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PROJECT NAME	Proposed Solution for IOT Based Smart waste Management System for Metropolitan Cities