# Entice

**SCENARIO**

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

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

Equipements check

Log in to the app

Create an account in the app

Saves dumping area spaces

collecting waste from the bin

Submitting feedback

Ensure that the system is working efficiently

Seggregation of waste

Alert message

Monitor the whole process

Check the equipements

Visit website or app

What does the person (or group) typically experience?

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

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

The user is notified whenever there is a system fault

Pickup hand separates the different kinds of waste

Waste treatment is efficient

User can review and give suugestions to make it better

Direction of bringing changes in the current disposal system

segregate the waste without the help of workers with

less time

## Interactions

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mobile apps to monitor |  | By attending awareness |  | Check the working of |  | Notifies the amount of |  | Customer's |  | Review the |  | completed experience |
| the whole system |  | programs  regarding this whole process |  | the whole system |  | waste in the bin |  | mail |  | system |  | profile on the apps |

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?

## Goals & motivations

Get ideas about making the system more efficient based on the reviews

Limited man power

They are able to monitor the system remotely

To protect nature from harmful wastes

To prevent harmful diseases

To keep the environment clean

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

## Positive moments

Modern technology makes this whole process simple

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

Limited man power

can be operated from anywhere

can prevent the spread of hazardous diseases

## Negative moments

Network connectivity issues may occur

Implementation is quite complicated

Software maybe corrupted

Some people may find it hard to understand the process

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



## Areas of opportunity

How might we make each step

Conduct awareness

programs to educate

To mange waste in metropolitan cities

By this the environment can be kept clean

people about smart

waste management