## Smart Fashion Recommender Application

| 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?   | Visit the Website  Use Chatbot  Enter Required Details to chatbot  The customer sees all product list available in website  The Customer use the Chatbot for Product recommendation  The Customer use the Chatbot for Product recommendation  The Customer choose fashion category, color and model. | Select products from Chatbot  The customer selects the products from chatbot's recommendation and adds it to cart  Enter Delivery Address  Email Confirmation  They fill out their Delivery information and Choose their payment method  The Confirmation email sends to the customer about their order | Get their Products  Verify the Product  The Customer gets their products by delivery Agent  The Customer verifies their product | Provide review  The Customer writes their review about the product on the website | Option for Return  In their order list, New option for return the item available to the customer |
| 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? | Home section of the wesite  Chatbot for Product recommendation in the Website  Category and model section in the website   | Chatbot for Product recommendation in the Website  Contact information section in the website  Customer's email App   | Interact with Delivery Agent  Delivered Product   | Review Section of the Product in the website                                      | Order List in the Website  |
| Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")   | Help me to purchase Fashion Products  Help me to get Good Product Recommendation  Help me to get recommendation  | Help me to purchase the recommended products  Help me to get through this Contact details without too much hassle  Help me to know the status of the order  | Help me to get my order from delivery agent  Help me to verify the product  | Help me to Spread the review of the product to others                             | Help me to see what i've purchased   |
| Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?  | It is fun to look at products in the website  It is very exciting to see product recommendation from chatbot   | It is delightful to see the Order Confirmation  | The Customer will very happy after getting the product  | It is enjoyable to provide the genuine review                                     | It is fun to look at purchased products in the website   |
| Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?   | Peoples sometime enter the wrong details   | Peoples sometime enter the wrong contact details  | Peoples sometime get Wrong Products which make them to feel Frustration   |   | Peoples sometime unsatisfied with their products   |
| Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?   | Could we Show the demo of the Product Rcommendation  Provide Options of category and models to the User  | Provide Options for already used address to the User  | Provide Options for verify the Product infront of Delivery Agent  | Could we provide Star based review to user  | Provide a option to user to return the products  |