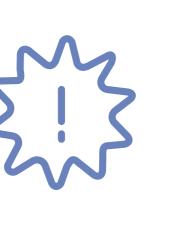
SCENARIO

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



Steps

What does the person (or group) typically experience?



Entice

How does someone initially become aware of this process?



Customer needs to For the purpose of User navigate to pass the goods ousiness and imports website or app and exports



Enter

What do people experience as they begin the process?

> Parcel and Door to Door Delivery Service with Document Shipping Registration

Website with customer portal logins and Contacts Identifying the Cities more number delivery service post

Engage

happens?

In the core moments

in the process, what

Highlighting the Normal delivery charges and Speed



Exit

What do people typically experience as the process finishes?

> Knowledge about the user's Satisfaction



Extend

What happens after the experience is over?

> Necessary actions to lower the damage of products



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?



Domestic road freight service for palletized cargo.

Depending upon Pick date and time

Handling of

Identifying the Cities and Countries more

number delivery service

Successful completion of Services



Status of Each

Delivered product

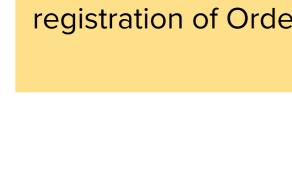
Identify the negative



At each step, what is a person's

Goals & motivations

primary goal or motivation? ("Help me..." or "Help me avoid...")



Product Transporting

undersized

determined

Dangerous goods

are processed with

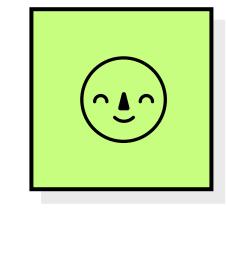
precautions

cities and states

Classify the Cities and States

Cost efficient for the Customers

measures



What steps does a typical person

Positive moments

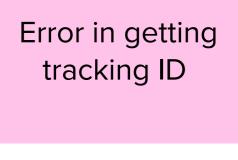
find enjoyable, productive, fun, motivating, delightful, or exciting?



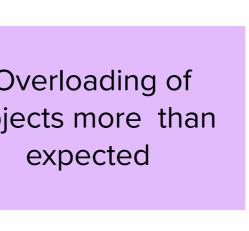
What steps does a typical person

Negative moments

find frustrating, confusing, angering, costly, or time-consuming?



Invalid address



status

Document Shipping

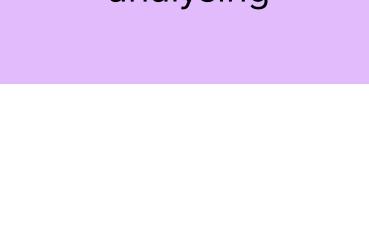
Parcel and Registration

Increase the Accuracy and

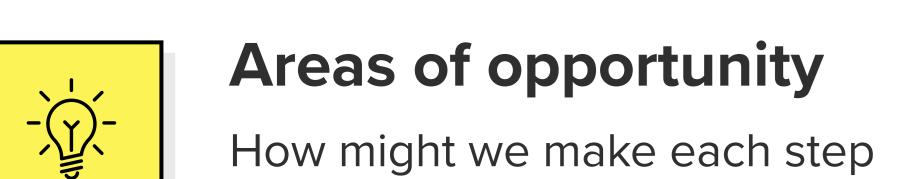
calculating the error

New marks to improve the

Frequent Usage of Service



Confidence after



better? What ideas do we have? What have others suggested?

Reduction of time in post and mail through the fast ways and internet

place suggested by the Customer

Pickup Time and