

<div>SCENARIO</div> <div>Browsing, Entering, Submitting and Getting Liver Disease Reports</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Sees social media</div> <div>Hears about from friends</div> <div>Conducts research</div> <div>Discovers landing page via search</div>	<div>Checks out website and UI</div> <div>Compares features to other websites</div> <div>Understands how to use the website</div>	<div>Enters various parameters</div> <div>Gets Results</div>	<div>Gets issues on usage</div> <div>Reads documentation</div> <div>Uses website properly</div> <div>Leaves website with satisfaction</div>	<div>Recommends website to friends</div> <div>Shares on social media</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div> <div>■ People:</div> Who do they see or talk to? </div> <div> <div>■ Places:</div> Where are they? </div> <div> <div>■ Things:</div> What digital touchpoints or physical objects would they use? </div>	<div>Information about the website and it's User Interface</div>	<div>Information about the data required to be entered</div>	<div>Website User Interface with a description on how to use the website</div>	<div>Website User Interface with a form asking for details</div> <div>Website User Interface with a SUBMIT button</div> <div>Website User Interface with Results</div>	<div>Website User Interface with an error message if not entered all details</div> <div>Website User Interface with Results after entering all details</div> <div>Website User Interface with a Thank You message</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me find a proper page for disease prediction</div>	<div>Help me avoid fake websites</div>	<div>Help me understand how to use the website</div>	<div>Help me feel good about the decision of using this website</div> <div>Help me get an accurate result</div>	<div>Help me avoid error messages</div> <div>Help me understand how to use the website without getting errors</div> <div>Help me see what I could be doing next</div> <div>Help me see ways to enhance my next disease analysis</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>It's fun to search for websites that predict diseases</div>	<div>Curious on learning about the website</div>	<div>Excited and curious about the results</div>	<div>Satisfied after resolving errors</div>	<div>Motivating and enjoying the accurate analysis</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>It's time consuming to figure out authentic website amongst fake ones</div>	<div>It's confusing at times to understand how it works</div>	<div>It's awkward and shocking to find out that the person has a disease</div>	<div>It's frustrating while errors occur</div>	
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Provide information that proves the authenticity of the website</div>	<div>Provide statistics on True Positives and False Positives</div>	<div>Provide simpler summary to avoid information overload</div>	<div>Provide an intuitive user interface for easy understanding</div>	<div>Provide proper and elaborative guide for all errors</div> <div>Provide the results in the form of a report that can be downloaded</div>