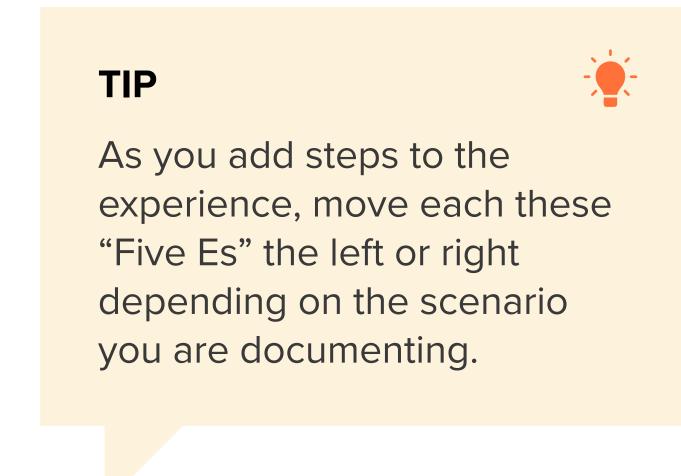


Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



EARLY DETECTION OF CHRONIC KIDNEY DISEASE	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?
Steps What does the person (or group) typically experience?	Checking other App Users check for accurate results in various other ckd detection app The customer navigates to various features and sections of our app The customer may come to know about the app or website on doctors suggestion. The customer may come to know about the app or website on doctors suggestion.	Fill in the registration form Confirmation mail Login into the solution Enter the required input fields Once the customer has registered they will receive an confirmation mail to the mail account in which they have to login with the username and password. Once the customer has registered they will receive an confirmation mail to the mail account in which they have to login with the username and password. Once completed the login procedure the user can now go to the detection page and upload the input they've asked for.	Enter the check option to start the process The test results are displayed	One hour after the detection completed, an email and inapp notification prompt the customer for a review Write and submit reviews The customer after detection gives the tour a star rating out of 5.
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?		Registration form of the website User's email Login form of the website User information-Input form of the website website	The Check option in the website The test result page in the website	User's email "Leave a review' option provided 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 find out what is model is all about Help me to find out the accurate results Help me to find the required test results prior to proceeding the process Help me to detect CDK from any location	Help me to feel confident about the login details Help me to feel confident that my inputs are proper and tell me what to do next Help me to have a secure session Help me to have a secure session Help me to have a correct input fields	Help me to feel relaxed even if the result is positive to CDK	Help me to provide review for the experience Help me to provide feedback about my experience Help me to provide feedback about my experience Help to have a relaxed feel after detection help to have to clear idea of what to do next
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Reviews written by the past users Reviews provided by the doctor Easy to know the required input fields Through advertising which is done by the holder	Satisfied that the registration has been accepted Calm feeling about the self explantory UI autotype making user to save time while entering details	people like to utilize this as it is a self explantory model people trust is high as satisfaction rate is more	Peoplefeel relaxed when he is not been subjected to CKD
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Users negative feedback of the application. The required results are not available.	Users finds difficult while manipulating the patients data in application. When the required fields are all numerical, the users find it difficult to enter.	Once customer registers delay in getting a confirmation mail.	Customers report feeling review fatigue
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	If an user don't follow this path immediately after registration, then sending a follow-up. "user-select, auto;"> "user-select, auto;"> "user-select, auto;"> "user-select, auto;">		to make each factors easily identifiable via a distinctive symbol or a color.	To make clear to users that there is no such registration charges.