As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

SCENARIO 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?	Recommendations/ Advertisements Students hear about the eligibility predictor from advertisements and referrals from other people. Experts and Career Guidance Self Interest Out of their own curiosity and self interest, students will come to know about our Eligibility Predictor Eligibility Predictor Out of their own curiosity and self interest, students starts searching for such eligibility predictors	Register / Login Update Details Choose University Students register if they are a new user else login Students fill their details, grades and academic history Choose the University from the list that the website has provided	Interested Universities Prediction Choose the University Choose the Course Choose the Course Choose the Course The University is chosen from the list of student is interested in Wishlist Choose the Course The University is chosen from the list that is displayed Apply are displayed	After completing the process, students leave the website	Feedback Feedback is gathered for future enhancements in the application
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?	They would have come across Recommendations in the websites they visit often Students will come to know about career guidance programs through magazines or advertisement and attend the program either in person or in digital mode Students start searching the internet about the eligibility predictor	A User Interface wherein the user enter their login id and password if they want to login or register if they are a new user Students must fill the mandatory felds and have to upload their certificates and other required documents appropriately while updating their details. Students must fill the mandatory felds and have to upload their certificates and other required documents appropriately while updating their details. Option provided by website will automatically redirect them to the official website of University	Drop/Add Universities to the wishlist as per the student's choice The university can be chosen from the list as the users wishes to The university can be chosen from the list as the users wishes to A user interface that calculates the cut-off and returns the results, after asking for the student's marks If the user wants to know about a particular Course, an option provided by the website will display the scope or that course	Users can log out by clicking the Log out button on the Navigation Bar	Users will be able to fill the feedback at their own will
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me choose the right Universtiy Help me to know about the admission predictor right Universtiy Help me avoid the trouble of predicting the chances of admission by visiting each college in physical mode	Help me to view the percentage of how much I have updated my details Help me to view the percentage of how much I desired University	Help me to view the prediction for the universities I'm particular universitity interested in Help me to be aware of my eligibility to join a particular universitity eligibility Help me to choose the university that is best suited based on my eligibility	Helps me to Log out successfully preventing access to my account by an unauthorised person	Help me to express my feedback with complete liberty
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Advertisements induce the users to use the Admission Predictor Admission Predictor Admission Predictor It gives the students indepth knowledge and motivation to use Admission Predictor. The user's interest will rise if you give them the knowledge on how to predict their admissions possibilities.	A simple and user friendly user interface available to users Provide an interactive, personalised part for updating their details Knowing their eligibility and possibilities of admission to their preferred university increases the student's enthusiasm	The user is more at ease as he's given the prediction only for the universities of his own interest Reliably predicting the chances of admission to a university Reliably predicting the chances of admission to a university Reliably predicting the chances of admission to a university university Students learn more about the specifics of their selected university and the courses it offers	Users have the trust that their data is in safe hands Users are happy to leave the app after receiving the best outcome	Allowing users to openly express their emotions will make them feel good
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The Commercials may be fake Misinterpretation of Guidance from Career Analyst	When the user is not able to Register/Login (Entering details leads to might be wrongly the Invalid Credentials) inappropriate chosen due to prediction oversight error	Prediction may go incorrect if their outcome takes long details are not entered correctly When predicting the outcome takes long confused to choose the proper University Leads to disappointments they are not eligible to choose their desired course	While using public computer their account is at the risk of unauthorized access if not logged out properly	Asking for feedback each and every time frustates the user
Areas of opportunity How might we make each step better? What ideas do we have? What have	Provide an appealing interface. Provide a simpler summary to avoid information	Enabling the autofill Option when the option when the students login Students can update their profile whenever required	Optimizing the Data Model to achieve fast Scope for each course	The user account will automatically log out if the	Users can write reviews of the in addition