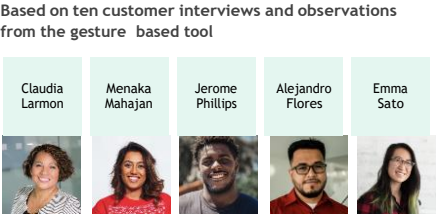




Gesture based tool



SCENARIO

Recognizing the images, hand gestures, easy to use using AI tool



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?



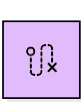
Exit

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?

| | | | | | | | | | | | | | | | | | | | |
|---|---|--|--|--|--|---|--|---|---|---|--|--|---|--|--|---|---|--|--|
| Clarity of how to use | Visit website or app | Choose a different method | Browse many info's | View detail on the hand gestures | Checking out for details | How long does the process takes to complete | Confirm the images to be uploaded | The storage of data in the computer | Recovery of the stored information | Choosing which images to upload | Related images of the same pictures | Uploading it in the app | Waiting for the competition stage | Prompt for review | Writing & submitting review | The images which given has been stored | Personalized recommendations | Where to use for which purpose | Personalized tour suggestions for use |
| Most customers discover different images to variate | A customer navigates through the website to check details | Whether the quality of images satisfy the criteria | The customer sees both the quality and quantity of hand gestures | Checking if it is useful for customers | After deciding the images it gives the correct results | They can do variety of shapes of images | They see a summary of what they are about to do next | The pictures also been selected to upload | After the images has been inserted waiting for it to be checked | When it does not match it gives wrong results | If the criteria has not met it takes long to finish it | Rectifying the problem takes most of the time to change it | The gestures of hand to meet the given criteria | The hand signs or the images uploaded has to be same | If the images match with the gestures if they gives the result | The completed process is been recovered from all the errors | In which platform we can change to make less cost | The customer queries has to been met immediately | How a past participant has used the software |



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?

| | | | | | | | | | | | | | | | | | | | |
|---|--|--|---|--|---|---|---|-----------------------------------|---|---|--|--|---|--|--|--|--|--|--|
| Checking for info about gestures, iOS app, or Android app | Which software is best to use, iOS app, or Android app | Different usage of software, iOS app, or Android app | Which type of software is used, iOS app, or Android app | Methods to use the app, iOS app, or Android app | Images uploading , iOS app or Android app | Customer reviews, iOS app, or Android app | Hand gestures images, iOS app, or Android app | Customer's reviews or Android app | Hand gestures images, iOS app, or Android app | When to start the process with the signs | Direct images for hand gestures to identify it | A guide tour for using the software | A guide to run the software successfully | Customer's reviews for the Android app | "Leave a review" modal window within the profile on the website, iOS app, or Android app | Completed experiences section of the profile on the website, iOS app, or Android app | Recommendations span across website, iOS app, or Android app | Customer's reviews for the Android app | Post-purchase screens website, iOS app, or Android app |
| | | | | Checking for different usage where to use how to use | | | | | | The customer looks for the guide to operate the app | | Some images does to same does gives errors and takes time | The criteria to run the software is met, but not always | | Hand gesture images, Android app | How the hand gestures has been successfully shown | | | |
| | | | | | | | | | | | | Most common images does include hand gestures, animals, flowers , etc. | Depending on the images to be uploaded | | | | | | |



Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

| | | | | | | | | | | | | | | | | | | | |
|--|---|---|-------------------------------------|--|-------------------------------------|---|--|--|--|---|--|--|--|--|--|-----------------------------------|--|--|---|
| Help me get this images to be uploaded | Help me have more fun or learn new techniques | Help me avoid error free for the software | Help me see what they have to offer | Help me understand what this tour is all about | Help me commit to use this software | Help me get through this image processing | Help me feel confident that my purchase is finalized and tell me what to do next | Help me feel confident that my purchase is finalized and tell me what to do next | Help me make sure I don't forget about my hand signs or get disappointed | Help me feel confident about where to go and which one of these people using it | Help me feel good about my decision to go on this app for special people | Help me make the most new images or signs to be uploaded | Help me leave the process unchanged after using it | | Help me spread the word about this process and give good feedback for others to use it | Help me see what I've done before | Help me see what I could be doing next | | Help me see ways to enhance my new software |
|--|---|---|-------------------------------------|--|-------------------------------------|---|--|--|--|---|--|--|--|--|--|-----------------------------------|--|--|---|



Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

| | | | | | | | | | |
|---|---|---|-----------------------------|--|--|--|--|--|--|
| It's fun to look at options and imagine doing each software for different experiences | Hand signs photos, videos, and explanations are exciting to see | Excitement about the purchase ("Here we go!") | Less money spent on the app | We've heard from several people that the software is been used | Our guide video for the customer to use it | Specially challenged people usage, we have a 98% satisfaction rating | People generally love refreshed and inspired ideas | People like looking back on their new experience of using the software | We think people like these recommendations because they have an extremely high engagement rate |
| | It's reassuring to read reviews written by past travelers | | | | | | | | |



Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

| | | | | | | | | |
|---|--|---|--|--|--|--|---|--|
| People sometimes forget to check the guide video to use the app | Several people expressed "information overload" as they browse | People express a bit of unsatisfaction of commitment at this step | Many people does not relay to use this app | People expressed not satisfactory review most of the times | Sometimes people hand gestures does not match with the software's input | People are unclear using the app sometimes leads to disappointment | Customers report feeling review fatigue | People describe leaving a review as an arduous process |
| | | | | Whether the software runs successfully or not | We have very low review rates (15% of people review experiences and tours) | | | |



Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

| | | | | | | | | |
|---|--|--|---|--|---|--|--|---|
| If you don't follow this app could weseend a follow-up? | Could we automatically login without watching the guide video for using this app | Make it easier to compare and shop for experiences without having to click on them | Provide a simpler summary to avoid information overload | How might we make our images or signs interesting so that people tend to use it frequently | How might we make it clear that people understand | Could we use different types of images and signs for reference | How might we progressively disclose the full review so that each step feels more simple? | How might we help people celebrate and remember the app which for special people to use |
| | | | The hand gestures images and signs can be of any type rather than the given input | | How to make the app interesting to use | | | How might we extend the personal connection with customer reviews |
| | | | | | How might we totally change the method | | | |