

Document an existing experience

better? What ideas do we have?

What have others suggested?

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.

install drones

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

reliability

fixed

future

SCENARIO Browsing, booking, attending, and rating a **Entice Exit** Engage **Enter Extend** local city tour What happens after the What do people How does someone What do people In the core moments initially become aware experience is over? typically experience experience as they in the process, what of this process? as the process finishes? begin the process? happens? Steps **Efficient to** Sending alert if there Whether this system °∫; ∀ Can avoid spreading Need to know the **Detection of fire Know whether the** implement in all Factors causing What does the person (or group) is a fire of fire is efficient or not working of the solution has social **Process the image** forest fires places typically experience? benefit or not system CNN based image By using API's alert processing is done Must know the message will be sent Image has to be and prediction model reasons for forest processed using is used to detect fire fires and the control deep learning measures algorithms Interactions **Discuss with** Recommend See to other Share ideas with **Discuss with their** Knowledge Check for all the **Getting knowledge** To detect fire in nearby fire To access video others techniques nearby stations about how to What interactions do they have at contents the location efficiently use work with this 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? To verify the **Goals & motivations** Can control wide Able to make Afforestation can be **Know about forest** accuracy of the To prevent forest Know how to work spread of forest fire To monitor the **Determine the fire** Wide spread of fire improvement fire detection software At each step, what is a person's from fire with it has been detected forest carefully. spread range primary goal or motivation? ("Help me..." or "Help me avoid...") **Positive moments** Can save forest and Feeling satisfied Better to suggest for wild lives Will find accurately What steps does a typical person **Efficient method to** find enjoyable, productive, fun, work with motivating, delightful, or exciting? Requires greater **Negative moments** Requires large Sometimes accuracy to work Failure of the system cooperation among spreading is fast so with it What steps does a typical person many people It may not work we can't control it find frustrating, confusing, angering, costly, or time-consuming? Areas of opportunity **High resolution** Able to describe More helpful for cameras are to be what the system is