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 heigh the process?	Engage In the core moments in the process, what happens?	Exit  What do people hypically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) specially experience?	Collecting Meet Date  Description  Descripti	Lago (several contention) Lago (several present) personal present personal	Modeward to the second to the	Garantee planes sinte Faine (1) the (1) the costs the soot	Make the Controller  Promision Details  University and the conflict  other will be articled.
Interactions What interactions do they have at each step along the way?  * People: Who do they see or talk ta?  * Places: Where are they?  * Things: What digital touchpoints or physical objects would they use?	Internation with   Oyelland   Internation in   Management   Management	(Internation with the share that of the share) and the share that of the share the )	[prevailor will be medicated by ]	Trades actions and the property of the statement professional professi	(Transition the Age (Transition The Realized)
Goals & motivations At each shep, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Holge 15 Holge 25 month operation of manager	Gertron Convert Convert Februari Health Edward Health Convert Health Convert	Seasoning Very year of the participation of the par	Getting the giving Common context accommonds product on product for another for the charge of the common co	Genting the Corest. Guardy of Product. Yes Product.
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Gotting the server: Intercontribution for Subtractification  Subtracti	User hardware about the hardware necessity.	State investories Productive for any for season for sea	desting the Consol parallel of Sections of the E	Good Fernan
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?		(Promote formation in promote production of the production of regarders are regarders are regarders.	If Some is provided in contract of the contrac	Representation of the property	Protects former [principle principle   20-points of the principle of the p
Areas of opportunity How esight we make each slep better? What ideas do we have? What have others suggested?	Improve our improve topics incoming depth of the control of the co	have t soon to proper and then	Outcome Operated quality of Salestanian and day Operated Salestanian and day Operated Salestanian and day	Greeing services, whose for septiment	More impair file, uses "con-actuals del- expressionalisation