Retail store stock inventory analytics

TEAM ID:- PNT2022TMID01070

SCENARIO

Buying a product from the shop



Enter

What do people experience as they begin the process?



In the core moments in the process, what happens?



What do people typically experience as the process finishes?



Extend

What happens after the experience is over?

What does the person (or group) typically experience?

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?

Visit website or app

website, iOS app,or

website, iOS app,or Android app

City section of the website, iOS app,or Android app

with the guide, and potentially other

Direct interactions with the guide, and potentially other group members

same place where the group met the guide, but not always

If other users interact with this person, they will see these

Goals & motivations

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

fun or learn new

Positive moments

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

People generally leave feeling refreshed and inspired

Negative moments

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

the purchase ("I hope this will be worth it!")

Areas of opportunity

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

People describe leaving a review as an arduous process