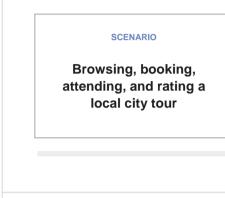# Document an existing experience

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.

TEAM ID: PNT2022TMID18994

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?

Entice	Enter	Engage	Exit	Extend
checking for updates / searching for solutions	starting thier usage / finding difficulties / find solution	start using the application / they communicate with the app using CNN and that converts them into voice / as they came to know about the app they start using the advanced features of this app often	they get certain uploatuons in the application as they use the app continously / they also get the steps that to be handled during new versions of the application	if they need any extension they will add any advanced feature of the app
a person during checking for any recently available technologies for deaf or dump people / deaf people who are not able to speak checks for the updates for technology that helps them to communicate	as they begin to start the usage, they start experiencing the advanced features of this application / as they start to use the application they start to find the works or some discomfort in handling the application / theyfinally come to know about the application and start using it	as they start to use they see the features that are available for engaging the people / good interaction between the user and the application takes place / as they get benefited continously from the app the get familiar with it		

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?

Entice	Enter	Engage	Exit	Extend
they keep interacting with technically strong and engineering stdents / they go for placce swho provide the information or machines that helps deaf people / they try to create new things by thier intuition	during usage they interact with the mentors who help for their better usage of the app / after getting clear they try to explain things to deaf and dump people like them	using this app they can communicate with each other and with the normal people / they make communication much more easier and does not have the feel of disability	after usage they sugest this type of apps to neraby friends	

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

Entice	Enter	Engage	Exit	Extend
during this step the motivation of the person is to find a better technology	the motivation of the people during this session is to understand the application / to get to knnow about the information of the project	to experience the advanced features of the application and make use of the system efficiently	they have a desire to share this to their friends	

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

Entice	Enter	Engage	Exit	Extend
they will get several information related to advanced technology during searching the application	they will come to know about the features and start using the benefits of the applications	they will enjoy the advanced feature of the applicaton and forget their disabilities	they will do good thing to their friendsby suggesting this to others	

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

Entice	Enter	Engage	Exit	Extend
they get more information which will get them confused	they may get disappointed due to the usage	they may even get addicted to this type of applications	this app may be not usable for their friends and they may get disappointed	

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

Entice	Enter	Engage	Exit	Extend
they get good ideas and informations regaring advanced technologies / they get more suggestions from different people	they have an idea of using and good things application	making use for this advancement may make the person more satisfied and happy	they have such a better experience good enough to teaching this to their friends	