

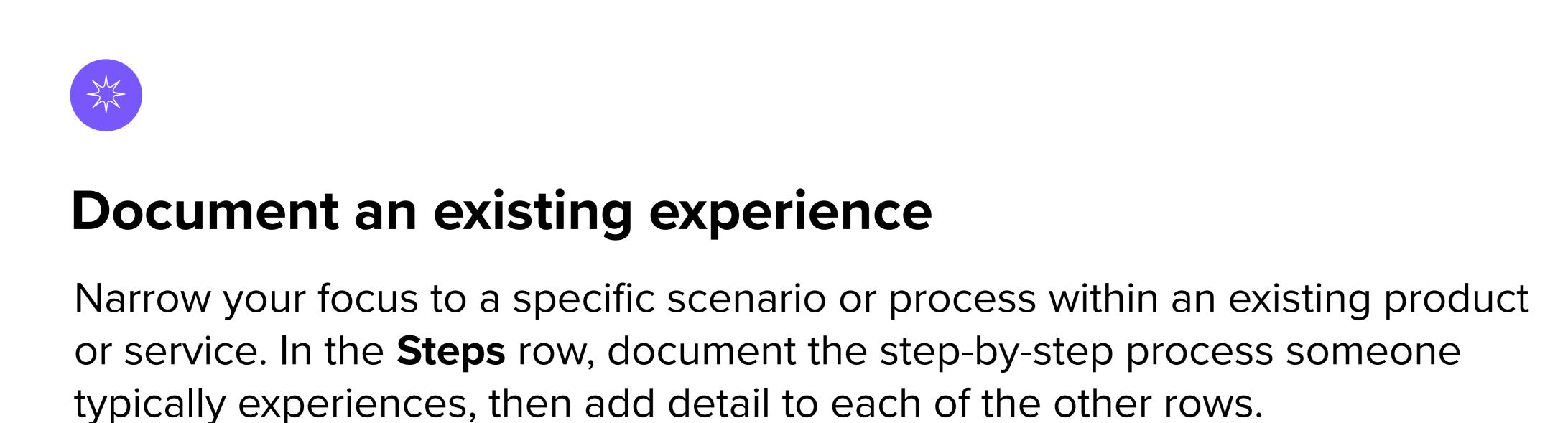
## experience Journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Interactions

each step along the way?

What interactions do they have at

Places: Where are they?

People: Who do they see or talk to?

Things: What digital touchpoints or

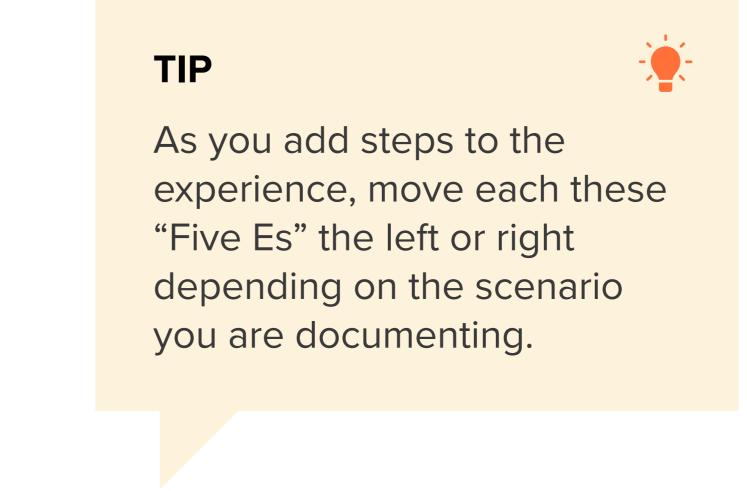
physical objects would they use?

primary goal or motivation? ("Help me…" or "Help me avoid…")

Positive moments

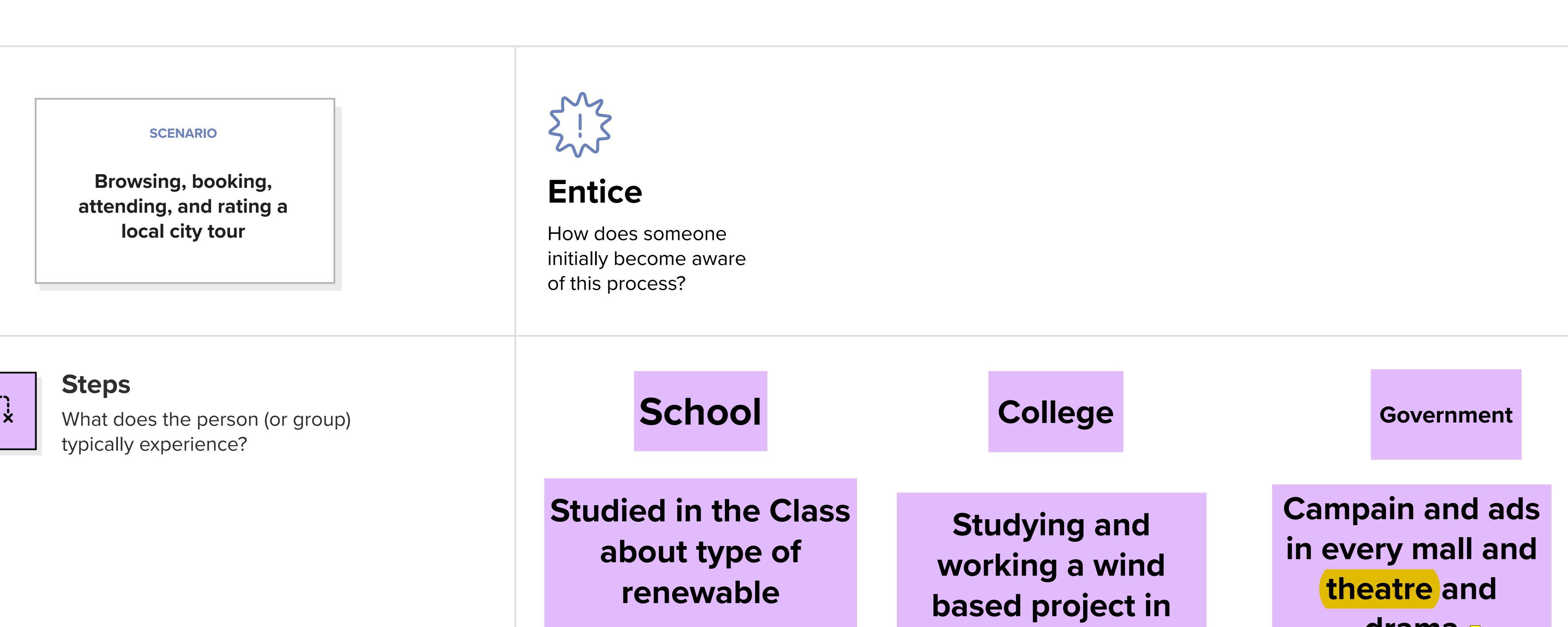
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



Sense of purpose

and Happiness



Interacting with

known educated

person about

drama resources semester

> Interacting with teacher

Interacting with government officals

Is it feasible and can i able to maintain?

process?

Is it cost less

Is it danger to any beings and harmful to animals if he is farmers

Details of wind farm in easy and understandable

Presentation of details in color and fun way

Find the incharge person in wind farm know what he doing

Engage What do people In the core moments experience as they in the process, what begin the process? happens?

it going to work Can the worker do the construction adequetly

**Enter** 

Anxiety, worried

about whether is

Talk to

worker

Is Worker can be able to construct as exactly as in the planning

If anything issue and company

they talk to worker engineer

solid proof

It should go

Constantly watch

over the

construction



That the begining

process is started

smootly

Exit What do people typically experience as the process finishes?

> Sense of relaxation and finally achieved the desired result

Satisfication and happy

**Extend** 

What happens after the

experience is over?

