



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.

TIP

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

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|--|--|--|---|--|--|
| <div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div> | <div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div> | <div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div> | <div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div> | <div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div> | <div></div> <div>Extend</div> <div>What happens after the experience is over?</div> |
| <div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div> | <div>User enters webpage url</div> <div>Web page shows login page</div> <div>Enter the login credential</div> <div>Webpage shown</div> <div>Login page shown</div> <div>Username, password input field shown</div> | <div>Homepage shown</div> <div>Find Input field</div> <div>Find exact file directory</div> <div>Index shown</div> <div>Local file manager shown</div> <div>Ecg image shown</div> | <div>Upload the ECG Images</div> <div>Check whether exact image upload or not</div> <div>If not, upload again</div> <div>Check whether exact image upload or not</div> <div>Predict the model</div> <div>Analyze the ECG images</div> <div>Uploading ecg image</div> <div>Exact image verified</div> <div>Uploading ECG image</div> <div>Uploaded successfully</div> <div>Prediction starting</div> <div>Output shown</div> | <div>user thinks to find solution</div> <div>User Solve problem</div> <div>get a idea to solve</div> <div>User seems happy</div> | <div>Exit the web page</div> <div>Play with their children</div> <div>Get healthy Life</div> <div>Seems to happy</div> |
| <div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div> | <div>Teacher</div> <div>Website</div> <div>Login Credentials</div> | <div>User</div> <div>Website</div> <div>Login Credentials</div> | <div>User</div> <div>Input Field in Website</div> <div>ECG Images</div> | <div>User</div> <div>Prediction section in website</div> <div>Classification Output</div> | <div>User</div> <div>Output section in website</div> <div>Output</div> |
| <div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div> | <div>Searching website</div> <div>Select the Website and go to the website</div> | <div>Check Homepage</div> | <div>Put Ecg image into website</div> | <div>got excited when exact output</div> | <div>Satisfaction of seeing output</div> |
| <div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div> | <div>It has been a pleasure</div> <div>Hoping really enjoy</div> | <div>Best responsive websites</div> <div>This choice has proven successful</div> | <div>Accutate result shown</div> <div>Faster outcome</div> | <div>Accurate classification</div> <div>Exact prediction</div> | <div>Got a good result in outputs</div> |
| <div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div> | <div>Sometimes I have fear</div> <div>I do not enjoy that moment</div> | <div>Website is slower</div> <div>Given result is not perfect</div> | <div>inacurately result shown</div> <div>Slower out come</div> | <div>Inaccurate classification</div> <div>sometimes bad prediction</div> | <div>Hoping really enjoy</div> |
| <div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div> | <div>Search correct keyword for website</div> <div>Type correct login credentials</div> | <div>Find directory</div> <div>list out the images</div> | <div>Improve 2d Images to 3d Images</div> <div>Collect set of more image datasets</div> | <div>Improve exact ECG prediction</div> <div>Improve better analyzation</div> | <div>Trying to improve customer satisfaction</div> |