

## 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.

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

Scenario Child Monitoring and alerting	Entice  How Child Location is monitored?	Enter  How message is been notified to parents?	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?	Create an app  Create an app  Iocation in the app	When child click panic button by using gsm module message is sent to the parents	Alert message sent to the parents  Update the location everytime	Review of appication	Alert Parents
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?	Regular monitoring Interacting with child	updating the location everytime	Parents needs are meet		Connection terminated when gps is off but last Ication can be seen
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	Monitoring Child Prevent child missing		Taking care of child in absence	Notify when child is in wearing the band is pressed	ALert message is sent
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Happy parents	Child taken care without parents	Regular updates	User Friendly	Cost Effective and easy to use
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Alert Sound is not given		Message along with location not sent		Change in location not sent via message
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	In absence of care taker	Alert sound along with message	Alert sound in case of emergency	Can be used when parents are working	