

<div data-bbox="77 105 263 142" data-label="Section-Header"> <h2>SCENARIO</h2> </div> <div data-bbox="77 215 287 269" data-label="Text"> <p>Data entry and credit score determination</p> </div>	<div data-bbox="743 70 814 147" data-label="Image"> </div> <div data-bbox="746 155 853 194" data-label="Section-Header"> <h3>Entice</h3> </div> <div data-bbox="746 211 973 290" data-label="Text"> <p>How does someone initially become aware of this process?</p> </div>	<div data-bbox="1297 70 1357 132" data-label="Image"> </div> <div data-bbox="1297 155 1393 194" data-label="Section-Header"> <h3>Enter</h3> </div> <div data-bbox="1297 211 1492 290" data-label="Text"> <p>What do people experience as they begin the process?</p> </div>	<div data-bbox="1701 70 1764 132" data-label="Image"> </div> <div data-bbox="1698 155 1830 194" data-label="Section-Header"> <h3>Engage</h3> </div> <div data-bbox="1698 211 1908 290" data-label="Text"> <p>In the core moments in the process, what happens?</p> </div>	<div data-bbox="2100 70 2163 132" data-label="Image"> </div> <div data-bbox="2100 155 2166 194" data-label="Section-Header"> <h3>Exit</h3> </div> <div data-bbox="2100 211 2342 290" data-label="Text"> <p>What do people typically experience as the process finishes?</p> </div>	<div data-bbox="2558 70 2624 132" data-label="Image"> </div> <div data-bbox="2558 155 2678 194" data-label="Section-Header"> <h3>Extend</h3> </div> <div data-bbox="2558 211 2798 265" data-label="Text"> <p>What happens after the experience is over?</p> </div>
<div data-bbox="83 472 173 561" data-label="Image"> </div> <div data-bbox="200 470 281 503" data-label="Section-Header"> <h3>Steps</h3> </div> <div data-bbox="200 513 533 567" data-label="Text"> <p>What does the person (or group) typically experience?</p> </div>	<div data-bbox="749 472 892 561" data-label="Text"> <p>GOING TO THE WEBSITE</p> </div> <div data-bbox="749 582 892 665" data-label="Text"> <p>By going directly to the website, one may learn more about it.</p> </div> <div data-bbox="913 472 1057 561" data-label="Text"> <p>GOOGLE "CREDIT SCORE CALCULATOR"</p> </div> <div data-bbox="913 582 1057 665" data-label="Text"> <p>By using the browser's credit score calculator search function, the customer or user learns about the service.</p> </div>	<div data-bbox="1306 472 1450 561" data-label="Text"> <p>TYPE THE KNOWN DATA</p> </div> <div data-bbox="1306 582 1450 665" data-label="Text"> <p>Users' known parameters are put in the appropriate columns.</p> </div> <div data-bbox="1471 472 1614 561" data-label="Text"> <p>ADD ADDITIONAL INFORMATION</p> </div> <div data-bbox="1471 582 1614 665" data-label="Text"> <p>Other than the mandatory values, several interesting parameters can be entered.</p> </div>	<div data-bbox="1680 472 1824 561" data-label="Text"> <p>OBTAIN THE CREDIT SCORE</p> </div> <div data-bbox="1680 582 1824 665" data-label="Text"> <p>The credit score is computed and shown.</p> </div>	<div data-bbox="2073 472 2217 561" data-label="Text"> <p>MAIL THE RESULTS</p> </div> <div data-bbox="2073 582 2217 665" data-label="Text"> <p>The user can receive their credit ratings by email.</p> </div>	<div data-bbox="2546 472 2690 561" data-label="Text"> <p>The user is pleased and recommends the website to others.</p> </div>
<div data-bbox="83 754 173 843" data-label="Image"> </div> <div data-bbox="200 745 368 779" data-label="Section-Header"> <h3>Interactions</h3> </div> <div data-bbox="200 795 545 849" data-label="Text"> <p>What interactions do they have at each step along the way?</p> </div> <div data-bbox="200 878 590 1019" data-label="List-Group"> <ul style="list-style-type: none"> <li>■ <b>People:</b> Who do they see or talk to?</li> <li>■ <b>Places:</b> Where are they?</li> <li>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul> </div>	<div data-bbox="743 737 886 824" data-label="Text"> <p>By clicking the webpage, the user accesses the service.</p> </div> <div data-bbox="913 737 1057 824" data-label="Text"> <p>Some other comparable websites may direct you to this website.</p> </div>	<div data-bbox="1297 737 1441 824" data-label="Text"> <p>The user interacts with textboxes, dropdowns, and selections.</p> </div>	<div data-bbox="1683 737 1827 824" data-label="Text"> <p>The user presses the button to obtain their credit score.</p> </div>	<div data-bbox="2076 737 2220 824" data-label="Text"> <p>The user may input the message in the textbox and receive it by clicking the button.</p> </div>	<div data-bbox="2549 737 2693 824" data-label="Text"> <p>The user reviews and shares the website or service on social media.</p> </div>
<div data-bbox="83 1091 173 1181" data-label="Image"> </div> <div data-bbox="200 1085 479 1118" data-label="Section-Header"> <h3>Goals &amp; motivations</h3> </div> <div data-bbox="200 1131 545 1214" data-label="Text"> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p> </div>	<div data-bbox="740 1085 883 1172" data-label="Text"> <p>To learn about their credit score is the objective.</p> </div>	<div data-bbox="1309 1085 1453 1172" data-label="Text"> <p>To know the numerous parameters needed to calculate the score</p> </div>	<div data-bbox="1680 1085 1824 1172" data-label="Text"> <p>To learn the website's most accurate credit score prediction</p> </div>	<div data-bbox="2082 1085 2226 1172" data-label="Text"> <p>To provide the user information about their credit ratings.</p> </div>	<div data-bbox="2555 1085 2699 1172" data-label="Text"> <p>To assist their known individuals in experiencing the website or service</p> </div>
<div data-bbox="83 1355 173 1444" data-label="Image"> </div> <div data-bbox="200 1350 449 1384" data-label="Section-Header"> <h3>Positive moments</h3> </div> <div data-bbox="200 1396 542 1479" data-label="Text"> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p> </div>	<div data-bbox="743 1355 886 1444" data-label="Text"> <p>Consider finding information about their credit rating.</p> </div>	<div data-bbox="1321 1355 1465 1444" data-label="Text"> <p>Know about the factors that influence credit eligibility.</p> </div>	<div data-bbox="1686 1355 1830 1444" data-label="Text"> <p>Can learn about their credit score based on their factors</p> </div>	<div data-bbox="2079 1355 2223 1444" data-label="Text"> <p>I obtained a copy of their credit score for future use.</p> </div>	<div data-bbox="2558 1355 2702 1444" data-label="Text"> <p>Receive customer feedback and reviews</p> </div>
<div data-bbox="83 1626 173 1715" data-label="Image"> </div> <div data-bbox="200 1622 467 1655" data-label="Section-Header"> <h3>Negative moments</h3> </div> <div data-bbox="200 1667 566 1750" data-label="Text"> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p> </div>	<div data-bbox="743 1622 886 1709" data-label="Text"> <p>They may question that this is only a forecast and that it cannot be correct.</p> </div>	<div data-bbox="1312 1622 1456 1709" data-label="Text"> <p>Can't tell you about the most important component in credit computation.</p> </div>	<div data-bbox="1686 1622 1830 1709" data-label="Text"> <p>Still unsure about forecast accuracy because it may differ in the actual world.</p> </div>	<div data-bbox="2088 1622 2232 1709" data-label="Text"> <p>If the user's email address is invalid, the confirmation email will not be delivered.</p> </div>	<div data-bbox="2570 1622 2714 1709" data-label="Text"> <p>If the forecast is incorrect, you may receive incorrect feedback.</p> </div>
<div data-bbox="83 1895 173 1984" data-label="Image"> </div> <div data-bbox="200 1891 491 1924" data-label="Section-Header"> <h3>Areas of opportunity</h3> </div> <div data-bbox="200 1937 527 2020" data-label="Text"> <p>How might we make each step better? What ideas do we have? What have others suggested?</p> </div>	<div data-bbox="743 1895 886 1984" data-label="Text"> <p>The service can attract many users because of the precise forecast.</p> </div>	<div data-bbox="1324 1895 1468 1984" data-label="Text"> <p>The acquired data can be saved and utilised to improve accuracy.</p> </div>	<div data-bbox="1686 1895 1830 1984" data-label="Text"> <p>Can learn about various users' credit ratings and train data further</p> </div>	<div data-bbox="2079 1895 2223 1984" data-label="Text"> <p>Can persuade people to trust the service and improve repeat customers</p> </div>	<div data-bbox="2558 1895 2702 1984" data-label="Text"> <p>Can have a broader reach to a diverse collection of people and enhance efficiency</p> </div>