SCENARIO

Data entry and credit score determination



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?



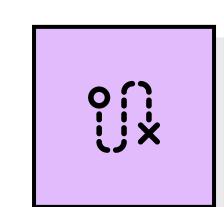
Exit

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?

GOING TO THE WEBSITE

By going directly to

the website, one

may learn more

about it.

GOOGLE "CREDIT SCORE CALCULATOR"

By using the browser's credit score calculator search function, the customer or user learns about the service.

TYPE THE KNOWN DATA

Users' known Other than the mandatory parameters are put values, several interesting parameters in the appropriate can be entered. columns.

ADD ADDITIONAL

INFORMATION

OBTAIN THE CREDIT SCORE

The credit score is computed and shown.

MAIL THE RESULTS

The user can receive their credit ratings by email.

The user is pleased and recommends the website to others.



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?

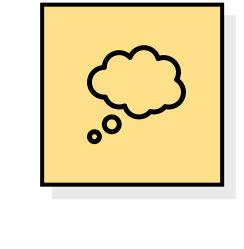
By clicking the webpage, the user accesses the service.

Some other comparable websites may direct you to this website.

The user interacts with textboxes, dropdowns, and selections.

The user presses the button to obtain their credit score.

The user may input the message in the textbox and receive i by clicking the button. The user reviews and shares the website or service on social media.



Goals & motivations

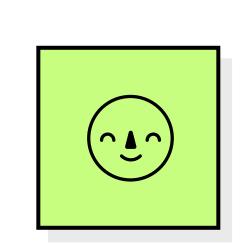
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") To learn about their credit score is the objective.

To know the numerous parameters needed to calculate the score

To learn the website's most accurate credit score

To provide the user information about their credit ratings.

To assist their known individuals in experiencing the website or service



Positive moments

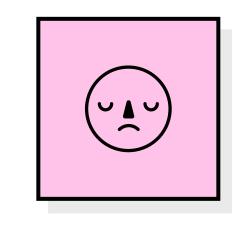
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Consider finding information about their credit rating.

Know about the factors that influence credit eligibility.

Can learn about their credit score based on their factors

I obtained a copy of their credit score for future use.

Receive customer feedback and reviews



Negative moments

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

They may question that this is only a forecast and that it cannot be correct.

Can't tell you about the most important component in credit computation.

Still unsure about forecast accuracy because it may differ in the actual world.

If the user's email address is invalid, the confirmation email will not be delivered.

If the forecast is incorrect, you may receive incorrect feedback.



Areas of opportunity

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

The service can attract many users because of the precise forecast.

The acquired data can be saved and utilised to improve accuracy.

Can learn about various users' credit ratings and train data further

Can persuade people to trust the service and improve repeat customers

Can have a broader reach to a diverse collection of people and enhance efficiency