\rightarrow **SCENARIO** Browsing, booking, **Entice Exit Enter** Engage **Extend** attending, and rating a local city tour What happens after the How does someone What do people What do people In the core moments initially become aware experience is over? typically experience experience as they in the process, what of this process? as the process finishes? begin the process? happens? Steps **Keep tracking of** Refilling products in Analysis of the **Identify** most Display the sales °∫; ∀ **Customer needs to** Need to provide Notification alerts items that have Initial updation of Filling products in demands details of their open an account in What does the person (or group) stock details inventory been returned our website typically experience? Povide details like Limitation of Alerts on product to their branches and Tracking of stock unnecessary stock **Each information** Interactions Retrival of retailer Adding of stock should be The database Displaying stock in **Creationg retailer** Signin and signup E-mail maintained and interface location account and details stored What interactions do they have at each step along the way? Live chat bot **Create seperate** People: Who do they see or talk to? account for every customer Places: Where are they? Things: What digital touchpoints or physical objects would they use? **Initial updation of** Help me to set **Goals & motivations Batch Tracking Having sufcient Enrich the facilities** remainder is below inventory stock **Reduces time Keep their inventory** Saves money takes place supply to maintain the details are tedious make more proft a certain threshold. At each step, what is a person's stock primary goal or motivation? ("Help me..." or "Help me avoid...") remainder is below sales pattern to a certain threshold. make more proft **Positive moments** Mail notifcation Information Ease of experience Automation of in-More details about Scheduled **Greater knowledge** Cost Savings is ben when the tranparency will b during registration/ could be gained stock data the customer management achieved minimum stock What steps does a typical person increased signup limit is reached find enjoyable, productive, fun, motivating, delightful, or exciting? Some methods and **Negative moments Knowing the Entering of correct Insufficient order** Managing strategies of inventory System crash data integrity of the Changing demand and well defined Warehouse Space What steps does a typical person storage management **Production problem** management can be registered customer details relatively complex to find frustrating, confusing, angering, organisation understand costly, or time-consuming? Areas of opportunity Could get insight We could know the Performance could knowledge about Auditing of stock organization that has Production portfolio be elivated and Centralized tracking Demand forecasting How might we make each step Reduce human error could be the customer and could be expanded been registered transperant implemented their products

better? What ideas do we have?

What have others suggested?