



 Share template feedback

SCENARIO	Entice	Enter	Engage	Exit	Extend
Browsing, booking, attending, and rating a local city tour	<p>How does someone initially become aware of this process?</p>	<p>What do people experience as they begin the process?</p>	<p>In the core moments in the process, what happens?</p>	<p>What do people typically experience as the process finishes?</p>	<p>What happens after the experience is over?</p>
Steps What does the person (or group) typically experience?	<p>Start the website or app</p> <p>The user should be greeted by a website or app</p> <p>Check the Website</p> <p>The app that shows the location of available tours</p> <p>Click on the location</p> <p>The user can see the location of the tour</p> <p>Click on the location</p> <p>Click on the location</p>	<p>Logins to the app</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p>	<p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p>	<p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p>	<p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p> <p>Click the Join button</p>
Interactions What interactions do they have at each step along the way?	<p>Sign up/login in page for the tour</p>	<p>Weather Forecast shows the weather for routine days</p>	<p>It shows the Temperature and humidity of our field</p>	<p>Customer's email (website like Gmail)</p>	<p>"Leave a feedback" modal window within the profile on the website, iOS app, or Android app</p>
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<p>Help me get the information</p> <p>Access from anywhere at any time</p> <p>Help me understand our land/field and climate condition</p>	<p>Remind me we can access the motor switch</p>	<p>Help me feel confident about where to go and spend time in other work</p>	<p>Help me to see what could be doing next</p>	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<p>Increased yield of production</p> <p>Learn how to use the motor switch</p> <p>Learn the Technology the motor switch is using</p>			<p>People tend to receive the motor switch, we have a 95% satisfaction rating</p>	
Negative moments What steps does a typical person find frustrating, confusing, annoying, costly, or time-consuming?	<p>In some rural areas the network connectivity was poor</p> <p>Some people don't know how to use the motor switch</p> <p>Rural people express a lot of fear to use technology</p>				
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<p>provide a simpler information about smart farming</p>	<p>By these technology smart farmers are ready to do farming</p>			