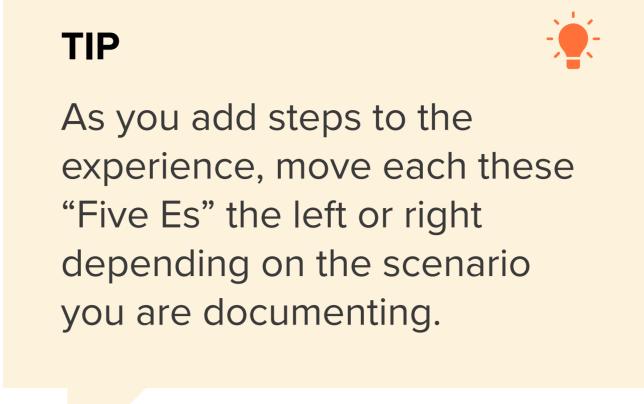


Document an existing experience

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.



Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as the begin the process	iey	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?	Learning about the website from bank when applying for a loan The customer may learn from the bank about the website when they approach for a loan approval. Visits the web while looking loan details The customer may the customer may the website to check the details for loapplication and see the model availar.	check their credibility The customer may get in to the website tp have a check on their credibility and sees the website and knows about details to be provided The customer enters the websites and learns about the	Applicant provides the necessary details The loan applicant provides all the necessary details required Confirm the details for prediction The applicant confirms that the details provided are proper and true.	Get the prediction for loan approval The applicant gets the prediction for credibility for loan approval Proceed with further signing and collecting loan from the bank The applicant gets with the bank for further verification and signing, then collects the loan amount	Leave the website for further proceedings The applicant leaves the website after getting the prediction Finishing procedure with bank after collecting loan amount The applicant finishes the further proceedings with bank and collects the loan amount	Update the current loan status in customers bank profile The Current loan status of the applicant could be updated to the customers bank profile If opting to apply for another loan make use of the same website The Current loan status of the applicant could be updated to the customers bank profile We could get a review from a customer to enhance the model further
 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? 	Website of the Bank in which they apply for a loan The website material first appearate though the apply doesnt actually in with it.	Applicant Credibility prediction model for loan approval akes a nice licant	Website of the Applicant Credibility prediction model for loan approval Confirmation pop up on the Website of the Applicant Credibility prediction model for loan approval	Website of the Applicant Credibility prediction model for loan approval Direct interactions with the bank, and potentially other officials.	Website of the Applicant Credibility prediction model for loan approval Direct interactions with the bank, and potentially other officials.	Customers loan status sent to their profile in the bank Website of the Applicant Credibility prediction model for loan approval Review page for the Credibility Prediction website
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me gain insights about procedure for a loan loan Help me to be a about the deta and documen required for a approval	about my applicant about what details ts Credibility for loan are exactly	Help me to provide my details to the model for prediction Helps me to confirm the details provided are true to my knowledge	Help me to get the prediction of applicant credibility for loan approval After prediction helps me to proceed with the bank for further process and collect the loan	The customer may leave the website after prediction Helps the customer with sneak peek of further proceedings with bank.	Helps the customer to view the updated status on their customer profile by the bank Suggests the customer to use the website once again in case of loan application Helps the customer to share their views, feelings and experience about the website
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	People find it comfortable to know the available options People could go insight about to details required loan approval.	for to be ready with their details	People could provide their details in simple manner to the website.	People could easily get the predictions in minutes	Customer leaves with the prediction for their applied loan in minutes. Customer feels informed with further proceedings of the bank.	Customer could get their status updated in their customer profile from bank Customer can feel free to share their reviews.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	People express of fear of commitment a step	about whether their	People may worry about the security and privacy of their details	People may worry about whether the loan would be approved or not	Customer may feel doubted about any particular proceedings from the bank side	Customers may feel interrupted by network issues
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Shall we take you to the website of prediction model to carry out the process Shall we proce with the model loan approval.	<mark>for </mark>	The details provided may be used as inputs to the model to predict. Provide extra level of confirmation by verifying with the customer	Provides easy way to predict the loan approval and saves lot of time and travel Further procedures after approval by the bank could be carried out.	Providing easy loan prediction for applicants in minutes Creating a good impression on customer through sneakpeek of proceedings	The bank could update the status to their profile for their ease. May use as a stratergy to suggest the customer to revisit the website Shall collect the reviews and use them for our website the reviews and use them for our website the reviews and use the customer to revisit the website the reviews and use the reviews are reviews and use the reviews and use the reviews are reviews at the reviews at the reviews are reviews at the revi

