Smart Fashion Recommender Application

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SCENARIO Buying New Order, Track fashion, Return Clothes	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?	Intention of ordering clothes online	Customers are required to login using their credentials.	Chatbot Receiving of products	Maintaining review section	Purchase confirmation, Management of the confirmation is received
	When customers want to purchase clothes online, they may come across this application.	Home page of the application is appeared and the customer can search for the required products.	By the use of chatbot customer can search the products based on the interest. On the described date the product will be delivered.	The user writes the reviews of the product and give rating.	Using sendgrid service u will issue a notification regarding the product receiving date and its product details.
Interactions What interactions do they have at each step along the way?	Comparing the product with other shopping sites. A home page on the website which display all types of fashion products.	It is a cross-platform Webapp (ie Creating an account in the webapp for	The webapp is Users can initiate a	Users are provided with review section to rate the quality and feel.	Message is delivered to user via email or sms
People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	Price details and specification of the product will be shown.	los, android, windows) authentication.	embedded with Watson Ibm Assistant to the dataset input given	Ratings are given with special characters indication	Contains order confirmation details, tracking id etc.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Through app advertisements user can know about the advertising websites	A user has privilege to access the products and order it.	Various product are displayed and user can choose according to needs.	To provide suggestions to improve the standards of the webapp	The progress of the product can be tracked
	Variety of clothing products is provided to make it as unique platform		It improves User's connectivity with the app through interactive chatbot.		Frequent Updates are provided to user.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Unique website with good UI interface.	Brings the live shopping experience in online. Remote access of products is provided by cloud.	User can Learn the products available by initiating chat to the chatbot.	Customer satisfactory and order details.	Customer will be eager to buy more clothes.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	No size found and no fit size found	Hope of finding the right size and worthy clothes.	Receiving wrong size clothes.	Some negative reviews about the product.	Negative gossips.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	More collections available and offers are given.	Cash on delivery and bank purchases are available.	Availability of all size for all clothing items.	By making the chatbot more interactive and available all the time.	User interface of the webapp can be updated.