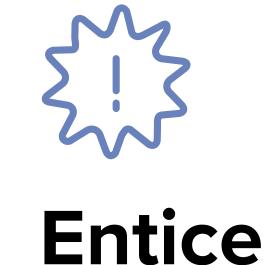
Smart Waste Management System For Metropolitan Cities

Searching, finding the location and disposing



How does someone initially become aware of this process?



What do people experience as they begin the process?



Engage

In the core moments in the process, what happens?



What do people typically experience as the process finishes?

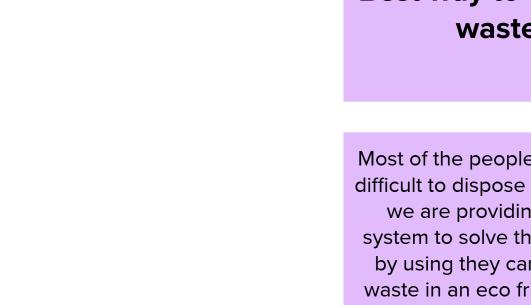


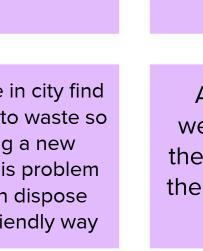
Extend

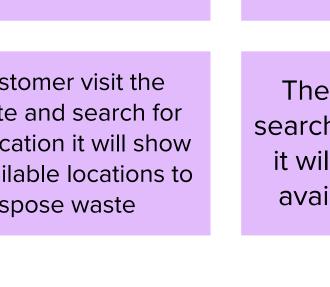
What happens after the experience is over?

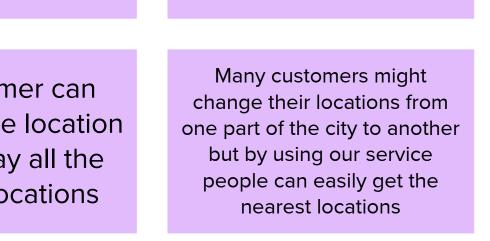


typically experience?

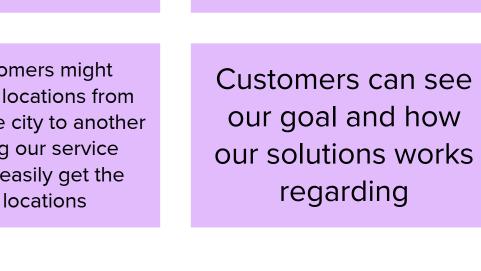


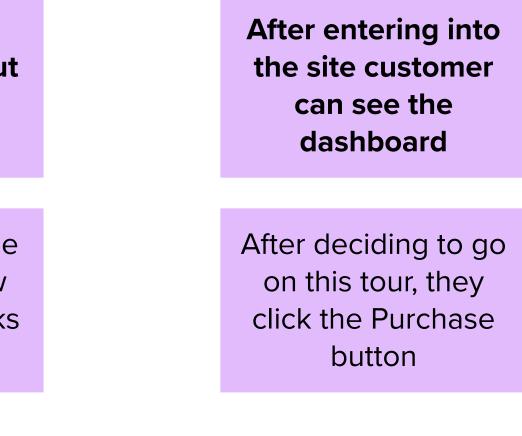


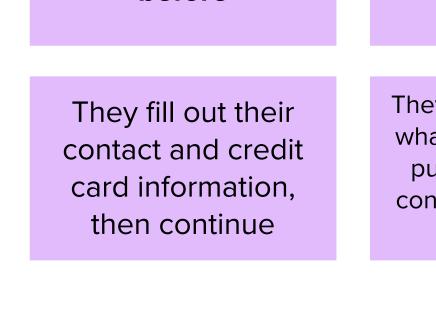


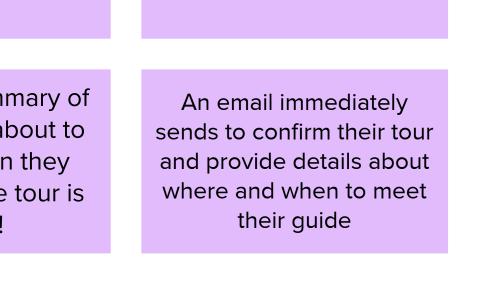


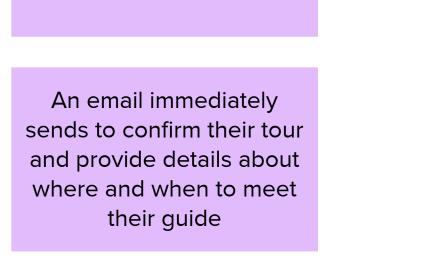


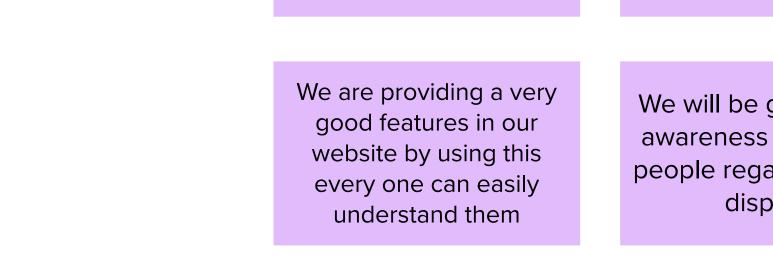




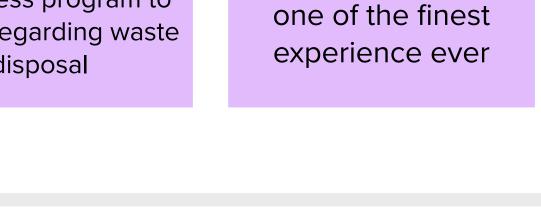




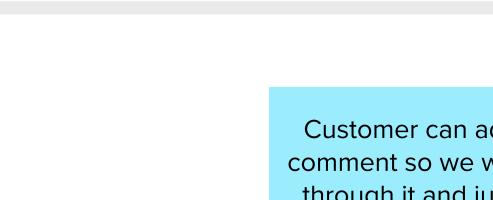


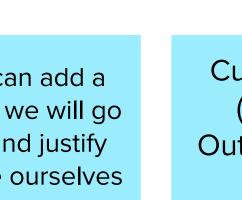






Experience





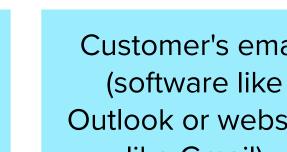


If you faced any
difficulties or if you want
any extra services
customer can contact
through an email



After using our service the recent used will be displayed at dashboard







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?

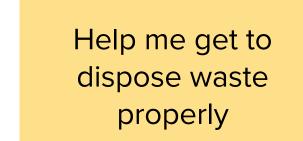


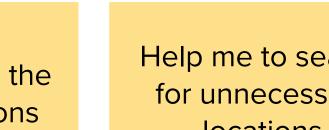


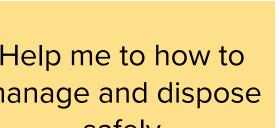


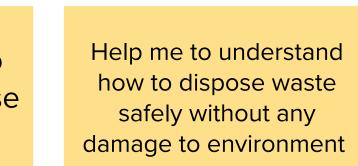
Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")



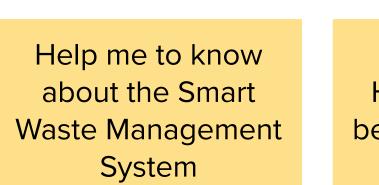


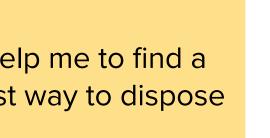


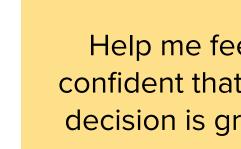


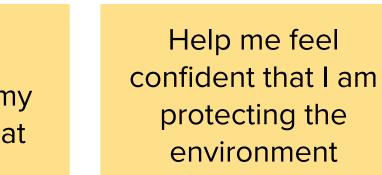
is a web application

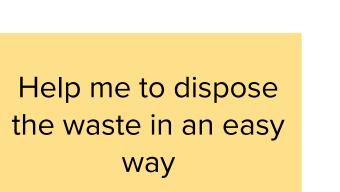
Customer will be given suggestions based on their location, although the customer doesn't interact with them yet.







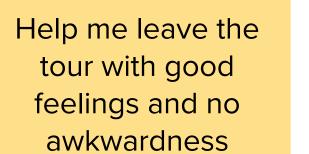


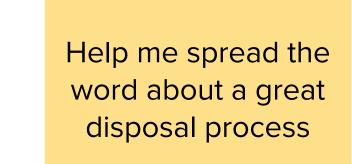


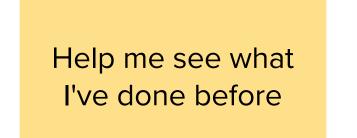


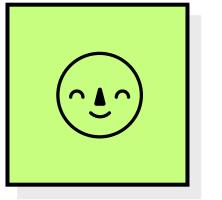






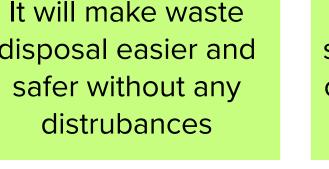


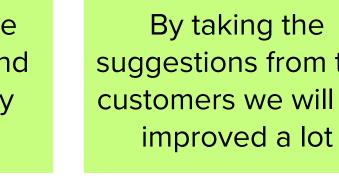


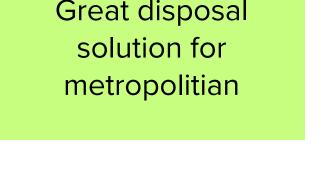


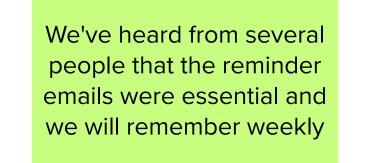
Positive moments

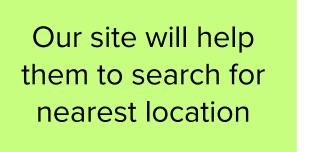
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

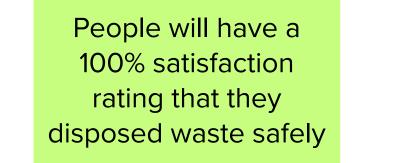


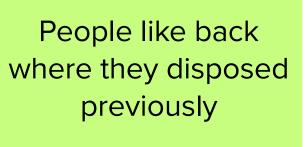


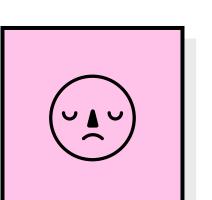






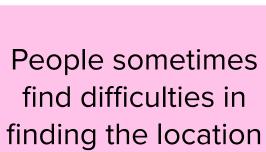


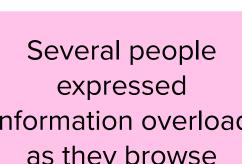


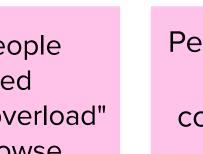


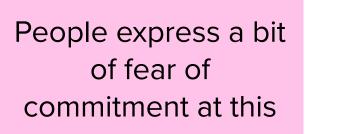
Negative moments

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

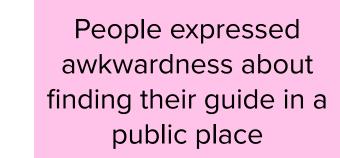


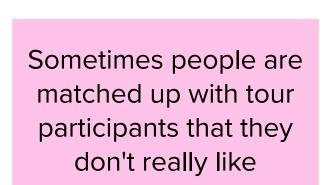


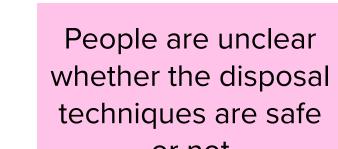




ustomers fell good where they are using our site











Areas of opportunity

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



