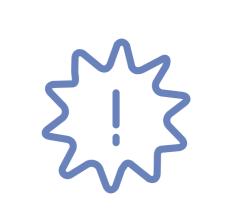
SCENARIO

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 they begin the process?



Engage

In the core moments in the process, what happens?



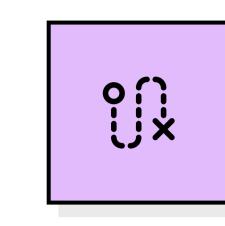
Exit

What do people typically experience as the process finishes?



Extend

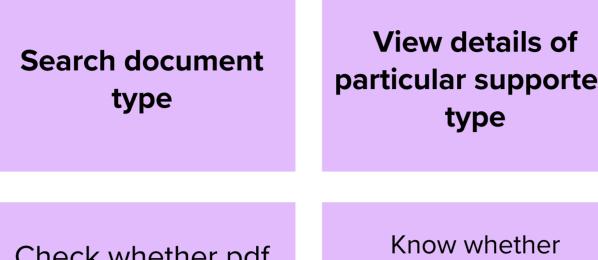
What happens after the experience is over?



Steps

What does the person (or group) typically experience?





mathematical equations

and other features are

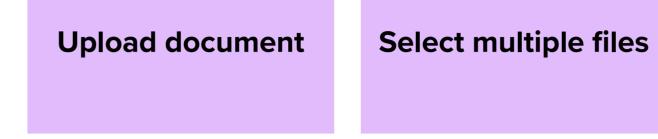
Check whether pdf

and jpeg files are

supported

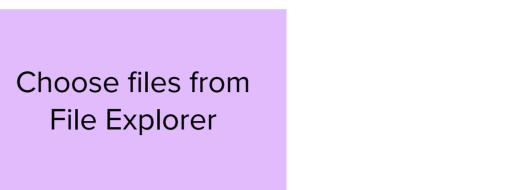
Get digitalized

output



Give the required

files as input

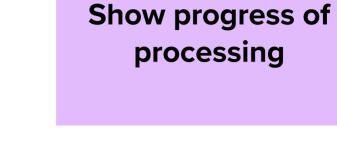




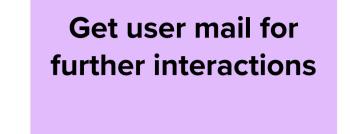
While processing the image, show expected supported process

Show progress of

processing



While processing the image, show expected time to complete the process



Use the entered mail to provide promotions and new featur eupdates



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?

Search to get digital

show supported file formats

Website section to show upcoming features

Website section for uploading images

Progress Display

feedback if the

Data Output section

section

Contact Us section



Goals & motivations

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

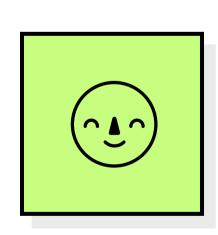
Help me understand features of the

Help me know if the required files are

network is stable throughout the process

Help me get output in editable format

Help me know the updates in privacy



Positive moments

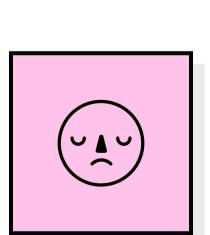
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? It's exciting to look at

Its convincing

Intuitive feedback about supported types is appealing.

Progress report is intuitive to the user Output in digitalized form makes user satisfied

Happy customers would like to engage in future as they are content with the services.



Negative moments

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

content of the company

confused at the tremendous option available

twice before uploading the documents

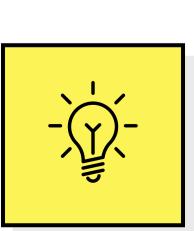
Users fear whether the document uploaded is the right

will get completed in time

Users might have a bit of anxiety over the network stability

Users might be expecting different output format

Users might have a fear of getting their services as paid in future years



Areas of opportunity

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

the services provided for

How can we provide options to upload the documents, such as drag and drop or file explorer

How can we provide users with drive upload feature

How can I provide information to the user about other services while progress is being shown

Can I get the output in other formats

How can we extend the connection with customer such as with mail