Phases High-level steps your user needs to accomplish from start to finish	Purchasing a device	Downloadir e the applicati		Choosing the necessary genre
Steps Detailed actions your user has to perform	Make sure we have the Android or los money	Payment Good Gmail mode internet account or connectivity Apple id	Enough storage in credentials the device Different Mail ID sign-in modes	Prefered Area of International Language interest or local
Feelings What your user might be thinking and feeling at the moment	Excited to have new device	Eager how well this works	Successfully created	Reading based on the interest
71	Is the device affordable?	What if the space and data is insufficient	Will my informatio n be secured?	Unwanted notifications
Pain points Problems your user runs into	Is the device affordable?	What if the data and space is efficient	Will my information be secured?	Unwanted notifications
Opportunities Potential improvements or enhancements to the experience	Regularly checking on newly launched devices	Delete unwanted files and proper wifi	Double check privacy and policy	Follow only the required genre