Document an existing experience

SCENARIO

Browsing, booking, attending, and rating a local city tour

Entice
How does someone initially become aware of this process?

Steps
What does the person (or group) typically experience?

checking updates

searching for solutions

d person checking for recently a iechnobgles d dump people

deaf Who are not to speak the technology that helps to co Cate

Interactions
What interactions do they have at each step along the way?

n People: Who do they see or talk to?

Places: Where are they?

a Things: What digital touchpoint s or physical objects would they use?

they keep Int With te strong engineerin

they go placce swho the information or machines that helps deer people

theytry to create new things by thier intuition

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

during this step the motivation of the person is to find a better technology

Positive moments

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

> they get Several information related te advanced technology during searching the application

Negative moments

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

> they get more information which will get them confused

Areas of opportunity

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

> they get go Ideas and informa tegaring ad technolo

> they get more suggestions from different people

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.
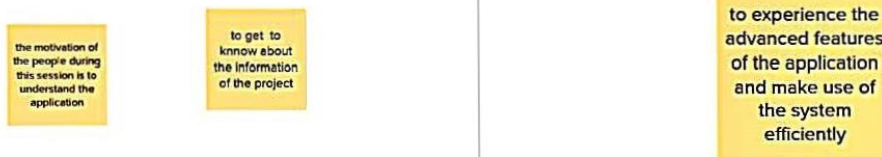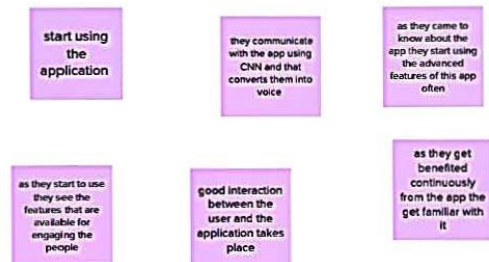
Enter

What do people experience as they begin the process?

Engage

In the core moments in the process, what happens?

starting thier usage

finding difficulties

find solution

as they begin to start the usage, they start experiencing the advanced features of this application

as they start to use the application they start to find the errors or some discomfort in handling the application

theyfinally come to know about the application and start using it

start using the application

they communicate with the app using CNN and that converts them into voice

as they came to know about the app they start using the advanced features of this app often

as they start to use they see the features that are available for engaging the people

good interaction between the user and the application takes place

as they get benefited continuously from the app the get familiar with it

during usage they interact with the mentors who help for their better usage of the app

after getting clear they try to explain things to deaf and dump people like them

using this app they can communicate with each other and with the normal people

they make communication much more easier and does not have the feel of disability

the motivation of the people during this session is to understand the application

to get to knnow about the information of the project

to experience the advanced features of the application and make use of the system efficiently

they will come to know about the features and start using the benefits of the applications

they will enjoy the advanced feature of the application and forgot their disabilities

they may get disappointed due to the usage

they may even get addicted to this type of applications

Exit

What do people
typically experience
as the process finishes?

Extend

What happens after the
experience is over?

they get certain
upidatuons in the
application as they
use the app
continously

they also get the
steps that to be
handled during
new versions of
the application

if they need any
extension they
will add any
advenced
feature of the
app

after usage they
sugest this type
of apps to
neraby friends

they have a
desire to
share this to
their friends

they will do
good thing to
their friends by
suggesting this
to others

this app may be
not usable for
their friends and
they may get
disappointed