### SCENARIO

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

# **Entice**

To know about

economy & Current Affairs

To know about

the world around

How does someone initially become aware of this process?



Explore the

of news

different sections

Explore based

database that

on their

interest

What do people experience as they begin the process?

## **Engage**

happens?

Get New

Information

articles in

social media

In the core moments

in the process, what

**Exit** What do people typically experience as the process finishes?

Gained

Knowledge

Investments



**TEAM ID** PNT2022TMID27612

**Extend** 

What happens after the experience is over?

Updated News

Adapt to Environment



### Steps

What does the person (or group) typically experience?

**Interactions** 

**People:** Who do they see or talk to?

**Places:** Where are they?

Things: What digital touchpoints or physical objects would they use?

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

Connect news articles from around the world Deliver the information as fast as possible

Allow users to

a profile

create and manage

To gain knowledge

To publish news

articles and

materials

visualize

push notifications, they

See the top

knowledge

trending news

Explore viral news and allow users to return to content they

Advancemen

Technologies

applications

A successful news

Audio and Video

Normalizing Violence

Operating as a 24/7 news service directly to a user's

Time

Desired

Content

reading time can be displa as part of a thumbnail and once user has clicked on t

categories

Share Informatio

Some tend to Believe the Information



### At each step, what is a person's

**Positive moments** 

**Negative moments** 

costly, or time-consuming?

What steps does a typical person

find frustrating, confusing, angering,

What steps does a typical person

motivating, delightful, or exciting?

find enjoyable, productive, fun,

**Goals & motivations** 

primary goal or motivation? ("Help me..." or "Help me avoid...")

specific needs and subjects of interest

Information True or Fake

Depends on their

Influence on

false news

Interesting facts

Negativity spreading

Positive & social good

Top trending

Favorable to parties

for some reasons

Political

Controls

a easy access

interactive

Fake news

Sports and econom

anywhere & anytime

Observe and witness

true events

frauds

Beating around the bush

Reporting and

analytics

Debate

Daily Updates

Real news with



### How might we make each step

**Areas of opportunity** 

better? What ideas do we have others What have? suggested?

and valuable

Inappropriate

about children

Affecting the

Children Knowledge

for clients

collecting, normalizing and deduplicating data

Gaining worlds knowledge

Encourage users to share content in social reports for the clients media

Fighting between