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?

Entice
- [VISIT WEBSITE OR APP]
- [SURFING THROUGH WEBSITE FOR UNIVERSITY ADMISSION]
- [CHOOSE THE BEST MODEL TO DO PREDICTION]
- [The student finds out model for predicting the admission and uses it?]
- [The students searches for best prediction websites]
- [The students searches for best prediction websites]

Enter
- [USER REGISTRATION/ LOGIN]
- [ENTER GRADES AS INPUT]
- [SELECT UNIVERSITIES]
- [caption describing what someone typically experiences during this step]
- [After registering students need to fill the required texts for prediction]
- [Students need to select multiple number or colleges they wish to join]

Engage
- [SELECT UNIVERSITIES]
- [SELECT UNIVERSITIES]
- [GETS DETAILS ABOUT THE PREDICTION]
- [Students need to select multiple number of colleges they wish to join]
- [Students need to select multiple number of colleges they wish to join]
- [Students can gather more details of their desired colleges to join through our predictions]

Exit
- [LEAVE TO EXIT PAGE]
- [SUBMITS REVIEW]
- [LEAVE THE WEBSITE]
- [After getting the required prediction students can leave to exit page]
- [Give the pros and cons of the prediction]
- [After submitting the reviews students can leave the website]

Extend
- PERSONALISED RECOMENDATIONS
- PERSONALISED SUGGESTIONS
- [Students can give recommendations about the predictions to strangers]
- [Students get suggestions for prediction from users for eligible universities often]

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?

Entice
- Previous users of the software model or the browser
- The web browser
- The User Interface page of the University admit eligibility predictor app

Enter
- Register page of the University admit eligibility predictor app.
- Details filling page of the University admit eligibility predictor App
- University selection page of the University admit eligibility predictor app

Engage
- Result page of the University admit eligibility predictor app
- University selection page of the University admit eligibility predictor app
- Result page of the University admit eligibility predictor app

Exit
- Exit page of the University admit eligibility predictor app
- Feedback page of the University admit eligibility predictor app
- Exit page of the University admit eligibility predictor app

Extend
- App Notifications
- App Notifications

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

Entice
- Help me get a good working model to admit university admit eligibility predictor
- Help me predict about the universities to get admitted
- Help me predict about the universities to get admitted

Enter
- Help me register my details
- Help me fill my scores and required details
- Help me search and select the required college

Engage
- Help me get the correct prediction about admission

Exit
- Help me to leave the page
- Help me to provide fedback
- Help me to leave the app

Extend
- Help me to get frequent updates

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

Entice
- A good and interactive user interface
- Protoe and other details about the model

Enter
- Well developed interface
- Detailed model

Engage
- Predictions with good Pictorial / graphical representation

Extend
- Frequent updates and suggestions for the user

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

Entice
- A poor user interface
- Less interactive model

Enter
- App with low level interface

Engage
- Unsatisfying output format
- The prediction is not understandable

Exit
- When there is no other facility in the app

Extend
- When the predictions go wrong

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

Entice
- Provide an appealing interface.
- Provide a simpler summary to avoid information overload

Engage
- Provide a visually enhanced output

Exit
- Provide users with other details

Extend
- Updating users with useful notifications