Document an existing experience  Narrow your focus to a specific scenario or process within a existing service. In the Steps row, document the step-by typicall experiences, then add detail to each of the other rows.	Entice  How does someone initizlly because aware of this process?	Enter  What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	TIP  As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.	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?  SCENARIO  Browsing, booking, attending, and rating a local city tour	installing the app logging in  getting the app from the published site.  using his mail to log in or signup	go through the app  first he/she will use the app to search the NEWS .	By providing realted news, top stories, location based news.  Share feature news Like feature		Leave the app  user will be satisfied after reading news	Personalized experience  After operiencing or user friendly webste, the information with their friends and neighbours
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?	open the app use the app to access news	Search the NEWS keyboard based input	Faster output based on his/her input		Interaction with his or her digital device	Rate feature
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	Need to use leisure time effectively society	Different options to access NEWS	NEWS with best interface  NEWS with book mark option		Achieveing what he want from this app or site.	Showing share the app feature.
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	When he gets what he want.	Oh i can access NEWS like i want	single line news summary news for the week		Feels Productive	Making user happy is the key .
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	When he didn't get wht he want.	App stuck at login page  App opening error	No NEWS from expected sources		Smooth experience with out lagging	
Areas of opportunity  How might we make each step better? What ideas do we have? What have others suggested?	Regular updates video based top stories	Regular updates if there is a bug	UI update  night Reading mode		Getting user activity like what he likes and not.	using the data gathered for improvement