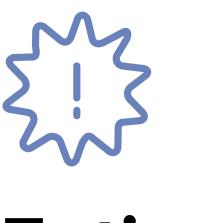
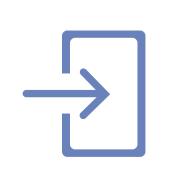
SCENARIO

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?

enter your

medical condition



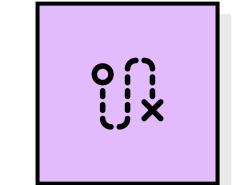
Exit

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?

detect diabetic

most

customer

detect DR in

this process

visit website or app

user navigates to the diagnosis section of our Create a account

user asked to

creat their

account

enter user's details

name,age,gender,date

for diagnosis.

email verification

An email

immediately

sends to confrm

and provide details

where and when to

do diagnosis

users starts to enter their medical condition whether they have diabetis or Get the result and type of retinopathy

by giving the medical condition user can get to know which stage of DR they were in way out from the

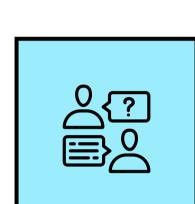
after recieving the results, button to leave the website is

user submits a review and rates the

review



the customer has the option of creating new profile for someone else to check



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?

ophthalmologist

classification of DR

of diabetic retinopathy

website can be accessed by any computer or device with a reliable network

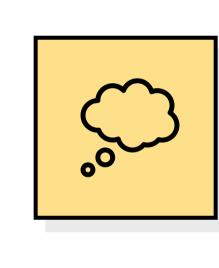
person have

connection

in order to create a account the customer must give their email or mobile number

when the customer reache the exit page,submit option for review is present

experience throug feedback form



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") methods for diabetic earlier stages of DR

hidden cases or can be founded

a healthy diet is adviced if the patient has high risk of DR

message is displayed if the patient has lower risk

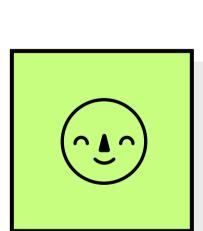
listing out the terminologies related to DR

recommending doctors whp has been specialized in DR

help me spread the word about the website that enables individua to anticipate DR and offer actions available

help me to evaluate my actions ralated to my health improvement

help me to find out the range of each attribute



Positive moments

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

when the customer struggles to manage their illness,they become more stressed when the results are revealed, the patient is furious because he has illness

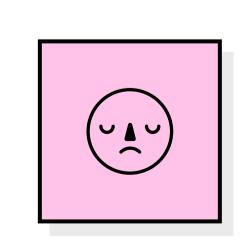
once the patient enters our website,they will feel more confident about curing the illness

make the user feel confident about his decision

make the patient confident in gthe ubstance he/she must consume without fear of side effects

perhaps some user will feel that the website i not upto par some belive the website results are inaccurate

once they have recovered from the sickness the will experience joy and satisfaction



Negative moments What steps does a typical person

find frustrating, confusing, angering, costly, or time-consuming?

assist him in locating a opthalmologist who is appropriate for the patient and who practices close to his residence

assisting the pateint in identifying a treatment that is effective for him

the consumer initially experience frustation since he is impatient to learn if he/she has the ailment or not

because we provide uplifting statements the customer will feel ,more assured

halfway through the process of entering the website to determinehe has the sickness he begins to feel optimistic that he will recover from it

unfavourable results the user leaves the website confident in himself.We offer solution to help him

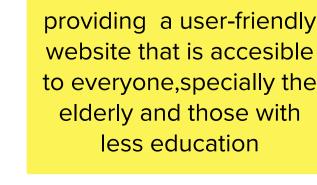
positive or poor,the consumer will secure and sure of himself once he receives them

whether the results

how about maintaining contact with the user till he is cured of that illness

Areas of opportunity

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



the website can ore easily calculate the findings

