

Document an existing experience

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.

<div><div>SCENARIO</div><div>Browsing,Registering,no tifying,Donating plasma</div></div>	<div><div></div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div></div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div></div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div></div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div>Visit Our Website</div><div>A customer navigates to the donor detail section of our website</div><div>Choose a Blood group,Contact details,Personal details</div><div>The customer selects the blood group and fill the necessary details like Email Id,phone number</div><div>Get notification When needed</div><div>Once customer gets notified,he or she can able to donate the blood</div></div>	<div><div>Start Filling details</div><div>The customer fill the essential details for donating the blood</div><div>Email Verification</div><div>Our system validate whether the customer email id is correct or not</div><div>Email Confirmation</div><div>Once the email is validated ,confirmation and registration will be successful.</div><div>Email Notification</div><div>If there is a need of plasma,customer will get notified at the right time.</div></div>	<div><div>Arrive at the BloodBank Location</div><div>Using their own means of transportation ,the customer reaches the blood bank location for donating</div><div>Neccesary Tests will be taken</div><div>Before donating the plasma , the customer needs to take the necessary test</div><div>After Donation,Customer will be satisfied</div><div>After successful donation of Blood , Plasma Donors will be satisfied since they gave their blood at the right time.</div></div>	<div><div>Leave the website</div><div>After successfull registration the customer leaves</div><div>Write and Submit their reviews</div><div>Customers can submit their opinions about our website in the review section</div><div>Personalised Recommendation</div><div>After experiencing our user friendly website,the customer can share information with their friends and neighbours</div></div>	
<div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?<ul style="list-style-type: none"><li>People: Who do they see or talk to?</li><li>Places: Where are they?</li><li>Things: What digital touchpoints or physical objects would they use?</li></ul></div></div>	<div><div>Blood donating section of the website</div><div>Customer detail section of the website</div><div>Customer detail section of the website</div></div>	<div><div>Donor details section of website/ application.</div><div>customer's email(Software like outlook or website like gmail)</div><div>customer's email(Software like outlook or website like gmail)</div><div>customer's email(Software like outlook or website like gmail)</div></div>	<div><div>Blood bank location tend to start in a specific public places or hospitals</div><div>Direct interaction with staffs in the hospital (doctors,nurse)</div></div>	<div><div>Direct interaction with staffs in the hospital (doctors,nurse)</div><div>"Leave a review" modal window on the website profile.</div><div>Sometimes,it indirectly interacts with the bloodbanks who often see people's reviews.</div><div>customer's email(Software like outlook or website like gmail)</div><div>Through recommendation ,Donors count will be increased and inspires among people in the society.</div></div>	
<div><div></div><div>Goals &amp; motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>	<div><div>Help me to find right application</div><div>Help me to correct the mistakes while filling the details</div><div>Help me to get notified at the right time.</div></div>	<div><div>Help me commit to donate plasma at the right time.</div><div>Help me to validate whether the email id have entered is correct or not.</div><div>Help me to get confirmed after entering email id</div><div>Help me to get notified when plasma needed</div></div>	<div><div>Help me feel confident about reaching the Blood Bank Venue.</div><div>Help me to get the courage for taking the necessary test before donating</div><div>Help me feel proud after donating blood.</div></div>	<div><div>Help me leave the website with good feelings and satisfaction.</div><div>Help me to provide a good feedback after using the website to others</div></div>	<div><div>Help me to encourage others to enroll more.</div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div>We feel free to access website at any time.</div><div>We get notified at the right time makes them feel more attractive towards our application.</div></div>	<div><div>We get excited for donating the blood while providing our details..</div><div>Its very essential to get notified to donors like us, when people out there are in need of plasma.</div></div>	<div><div>This application tends to be so good ,Since the information provided were true.</div><div>We get optimistic preview about the test taken before donating blood</div><div>We gets a satisfaction feeling after donating the blood</div></div>	<div><div>People while leaving the application feels motivated and inspired</div><div>We feel pleased</div></div>	<div><div>We can increase the blood donors by recommendation</div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div>People sometimes enter the wrong blood group without checking</div><div>Several people can ignore or reject the notification</div></div>	<div><div>The people might feel difficulty while filling the details</div></div>	<div><div>Some people may felt fear while taking the necessary test before donating</div><div>Some people are unclear whether donating the blood may affect their health</div></div>	<div><div>People describe leaving a review as a arduous process</div></div>	<div><div>Some people may feel awkward to give recommendation to others</div></div>
<div><div></div><div>Areas of opportunity</div><div>How might we make each step better? What ideas do we have? What have others suggested?</div></div>	<div><div>Could we able to view the past history details?</div><div>Could we get notification twice?</div></div>	<div><div>Could we get notified by SMS too?</div></div>	<div><div>Could we get gps location tracker and to check trueness of the location?</div><div>could we get acknowledgments about the necessary tests that had been taken ?</div></div>	<div><div>How might we progressively disclose the full review so that each step feels more simple?</div></div>	<div><div>How might we know the recepiet feels good and healthy?</div></div>