

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.

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

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?	When a person faces difficulty in recognising the digit they will be desperate to find a way to recognise the digit The customer navigates to the upload section of our website and uploads the image They will search through various applications and find our website The customer has to scan the handwritten digits	User interface must be simple. So that working of application is understood	User uploads the image is Flask will render the image and the processed in the image and redirect image is checked backend to the user interface	The predicted results will be displayed along with accuracy	User is satisfied and feedbacks are spread.	
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?	In a bank, when a clerk faces difficulty in recognising the digits return the check he uses/ or application Interaction will made through computers	Scanned digits from the check can be easily recognise	Pop up message of website Retention time is reduced due to faster prediction	As the digits are recognised accurately, the clerk can have a better view in the situation	Recommendation across website	
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	To avoid unaccurately predicted digits. To recognise various styles of person's handwriting	Increase the efficiency of the application	To make the user understand the application	To get accurate output with efficient model	Features provided must be user friendly	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	As the system predict the digit accurately ,so the user is satisfied	When a user finds difficulty in analysing the digits or application find it with reasonable best accuracy	Varied handwriting of users are recognised easily	Model can predict digits from blurred images too.	Recommendations are taken based on positive feedback	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Uploading wrong images can cause delay while uploading the image	When the results are not accurate	User may get irritated as and when the image takes more time to load	When the model isn't user friendly.		
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Getting a error message while uploading the blurred image Concern for high quality	Needs more dataset for greater prediction	Complex handwriting identification can be done	Can we get the history of recognised digits		