SCENARIO

Browsing, booking, attending, and rating a local city tour



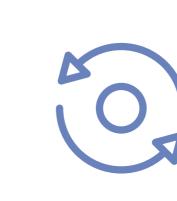
How does someone initially become aware

of this process?



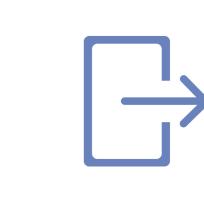
Enter

What do people experience as they begin the process?



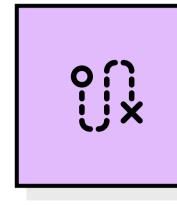
Engage

In the core moments in the process, what happens?



Exit

What do people typically experience as the process finishes?



Steps

What does the person (or group) typically experience?



Write a need you

want to meet

Write an Emotion you

expect the customer

to have

Write a potential

challenge to your

objective

Smart garbage system
prevents the
accumulation of wastes
after the bin has reached
a threshold level

If the garbage level reaches the threshold level, it will be detected with the help of IR sensors

Upon detection of the threshold limit, alert message will be sent to the local municipal bodies



Interactions

What interactions do they have at each step along the way?

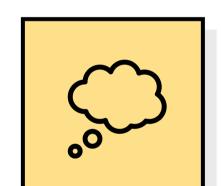
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?



Garbage level detection



Segregation of dry and wet waste



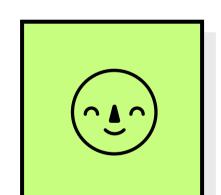
Goals & motivations

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



Contented

Environmentfriendly



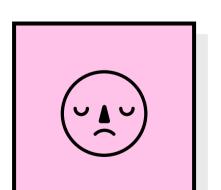
Positive moments

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



Higher officials

The cost of the moisture sensors



Negative moments

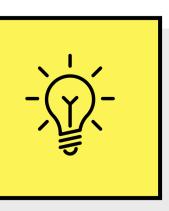
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Smart garbage system can prevent the contamination of waste in and around the bin

Prevents
unwanted
garbage
collection
schedules

Prevents the spread of diseases through overflowing garbage

Prevents the addition man / machine power to segregate wastes



Areas of opportunity

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

Provide a asimple tutorial to understand its working

Large scale implementation of the project

Alert message working through app or website

Interaction with public and local municipal body