

## 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, more took these "Five Es" the left or right dope flowing on the section 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 excertione as they begin the process?	Engage In the core moments in the process, what happens?	Exit  What do secole typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Personnel on region  Unique community  Unique community  Unique community  Co	Seamplines Peoprobile Princip  Name of the Control	Luckily, used cars for sale nave the reliability and resale advantage of being more postive impact on affordable A car will act as a status symbol for the buyer	The owner of the car will be able to answer any question about the car	Confidence level will be increased
Interactions  What interactions do they have at each stee along the way?  * People: Who do they see or talk to?  * Places: Where are they?  * Things: What digital toochoolists or physical objects would they use?	Browns through the season of measure of measure in the waste car that fulfill our needs among the wide range in the website	Check put each sacrops fire benner, sacrops fire benner, sacrodometra and dears, and the best everything sits in the servers.	Just like in real life, with our 180 ten that bridge you a united laborate service ser	Our team will contact you on after the completion of car booking  Deposit for reservation will be refunded within 72 hours	The car will be delivered to your doorstep  Test drive the car and complete the payment.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Halo me" or "Help me evoid")	Process accordance guarantees accordance gua	The grimary Cars are goal in to goal to goal to goal to goal to recludated to checkgoint as good as guality text. Increase as	Wanted to shart with sellers to can find the unauthorized details cars easily	Motivated to boy a used on because deprication rate is lessed.  Motivated to boy and the lowest price.	Insurance is charger and the customer research driving sections.
Positive moments  Whet steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Independence and privacy, Safety.  Freedom to choose a car	Owning a car and getting insurance a ifferiong investment	Take Pleasure Trips.  Owning a car is a greatest responsibility	Getting clear about all the procedures	Customer can get all details about the prices and quality etc.,
Negative moments  What areas does a typical person find furstering, could use, angering, costly, or time-consuming?	The de back facility is not a conductor of the cond	Any issues in the car it may let to completely our own responsibilities.	Some dealerable will provide warranties, but they are usually very limited.	Most of us don't  nave enough cash to pay for one outright.  Unfarturately when geode contribute a used geode contribute a used to find reliable financing.	Non are came with basis maintenance pedages but used an hydrally not come with this feature.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Saving as constraints and add we will be a constraint we'get constraint	Smart buy is the best buy.	It is imperative to validate the true seller to avoid fraud	It is examinal to get a valid carry of the invariance gallay long with the registration services.	Get a proper clean up of the used car before your first crive.  Crive.  Crive.  Crive.  Crive (as last longer if they are properly maintained and lept in good condition.