Phases High-level steps your user needs to accomplish from start to finish	Purchasing a device	Downloading the application	Create an account	Choosing the necessary genre
Steps Detailed actions your user has to perform		ment Good Gmail ode internet account or connectivity Apple id	Enough Login Mail ID sign-in thedevice modes	Prefered Area of International Language interest or local
Feelings What your user might be thinking and feeling at the moment	Excited to have new device	Eager how well this works	Successfully created	Reading based on the interest
71	Is the device affordable?	What if the space and data is insufficient	Will my informatio n be secured?	Unwanted notifications
Pain points Problems your user runs into	Is the device affordable?	What if the data and space is efficient	Will my information be secured?	Unwanted notifications
Opportunities Potential improvements or enhancements to the experience	Regularly checking on newly launched devices	Delete unwanted files and proper wifi	Double check privacy and policy	Follow only the required genre