



Date	23 OCTOBER 2022
Team ID	PNT2022TMID48654
Project Name	Project - smart fashion recommender application
Maximum Marks	4 Marks

<div>SCENARIO</div> <div>Buying New,Order, Track fashion, Return Clothes</div>	<div></div> <div>Entice</div> <div>How does someone initially become awareof this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as theybegin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Going to shop</div><div>Most of the customers found cloths in big shops</div></div> <div><div>Searching for New Fashion Clothes</div><div>Peoples Need to stay with current fashion</div></div> <div><div>Watch Review vedios</div><div>Peoples Watch fashion related videos</div></div>	<div><div>Start purchase for Functions</div><div>After deciding to buy clothes , they click the Purchase button</div></div> <div><div>Confrm payment for dress</div><div>They flt out their contact and credit card information, then continue</div></div> <div><div>Email reminder</div><div>One day before the Dress receive a reminder email is sent to user</div></div>	<div><div>Order is arriving</div><div>Customers get email a day before arriving</div></div> <div><div>Receiving product</div><div>On the day customer receiving the product</div></div> <div><div>Make a Trail on new Clothes</div><div>wear the new clothes for size checking</div></div>	<div><div>Writing & submitting review</div><div>The user writes a review and gives the tour a star- rating out of 5.</div></div> <div><div>Take a pic with new clothes</div><div>Share the images with friends and relatives</div></div>	<div>Dress appears in the user profile</div>
<div></div> <div>Interactions</div> <div>What interactions do they have ateach step along the way?<ul style="list-style-type: none">■People: Who do they see or talk to?■Places: Where are they?■Things: What digital touchpoints or physical objects would they use?</div>	<div>Ask about others for big shops</div> <div>Check on Websites and Offline shops and stores</div> <div>Watch Top models dress collections</div>	<div>section of the website, iOS app, or Android app</div> <div>Customer's email (software like Outlook or website like Gmail)</div> <div>Payment overlay within the website, iOS app, or Android app</div>	<div>Think about product quality</div> <div>Check its right size</div>	<div>Look beautiful in new clothes</div> <div>Feel motivated</div>	<div>Recommendations span across website, iOS app, or Android app</div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? (“Help me...” or “Help me avoid...”)</div>	<div>Help me see what they have to offer</div> <div>Help me to Get more discounts</div> <div>Help me to get new fashion clothes</div>	<div>Help me commit to Buying this clothes</div> <div>Help me get through this payment part without too much hassle</div> <div>Help me make sure I don't forget about my Orders</div>	<div>Help Me for door step delivery</div> <div>Help me for new fashion</div>	<div>Help me with good feelings and no awkwardness</div>	<div>Help me see ways to enhance my new Look</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Get clothes with more attractive</div> <div>look younger than age</div>	<div>Current payment fow is very bare-bones and simple</div> <div>We've heard from several people that the reminder emails were essential</div>	<div>People love the Clothes itself, we have a 98% satisfaction rating</div>	<div>People generally get self confident when put new clothes</div>	<div>We think people like these recommendations because they have an extremely high engagement rate</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>doesn't found fit size clothes</div>	<div>Trepidation about the purchase ("I hope this will be worth it!")</div>	<div>Sometimes receive wrong clothes</div>	<div>Customers report feeling review fatigue</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>Make it easier to compare and shop for experiences without having to click on them</div> <div>More collection at one place</div>	<div>ADD Cash on delivery</div>	<div>How might we make our Collection for all sizes</div>	<div>How might we make it clear that tipping is appreciated but not necessary?</div>	