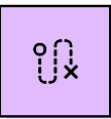













Smart Fashion Recommender Application

- Team ID : PNT2022TMID14283
- Team Leader : JEEVANANDHAM B.M
- Team member: DEEPAKKUMAR A
- Team member : JUROO J.S
- Team member :KARTHIK.M
- Team member :KISHORE.R

| SCENARIO | Entice | Enter | Engage | Exit | Extend |
|---|--|--|--|---|---|
|  Buying New fashion Clothes Order, Track , Return |  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? | <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 vedios</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 fill 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> |
|  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? | <div><div>Ask about others for big shops</div></div> <div><div>Check on Websites and Offline shops and stores</div></div> <div><div>Watch Top models dress collections</div></div> | <div><div>section of the website, iOS app, or Android app</div></div> <div><div>Customer's email (software like Outlook or website like Gmail)</div></div> <div><div>Payment overlay within the website, iOS app, or Android app</div></div> | <div><div>Think about product quality</div></div> <div><div>Check its right size</div></div> | <div><div>Look beautiful in new clothes</div></div> <div><div>Feel motivated</div></div> | <div>Recommendations span across website, iOS app, or Android app</div> |
|  Goals & motivations 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> <div><div>Help me to Get more discounts</div></div> <div><div>Help me to get new fashion clothes</div></div> | <div><div>Help me commit to Buying this clothes</div></div> <div><div>Help me get through this payment part without too much hassle</div></div> <div><div>Help me make sure I don't forget about my Orders</div></div> | <div><div>Help Me for door step delivery</div></div> <div><div>Help me for new fashion</div></div> | <div><div>Help me with good feelings and no awkwardness</div></div> | <div><div>Help me see ways to enhance my new Look</div></div> |
|  Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | <div><div>Get clothes with more attractive</div></div> <div><div>look younger than age</div></div> | <div><div>Current payment fow is very bare-bones and simple</div></div> <div><div>We've heard from several people that the reminder emails were essential</div></div> | <div><div>People love the Clothes itself, we have a 98% satisfaction rating</div></div> | <div><div>People generally get self confident when put new clothes</div></div> | <div><div>We think people like these recommendations because they have an extremely high engagement rate</div></div> |
|  Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | <div><div>doesn't found fit size clothes</div></div> | <div><div>Trepidation about the purchase ("I hope this will be worth it!")</div></div> | <div><div>Sometimes receive wrong clothes</div></div> | <div><div>Customers report feeling review fatigue</div></div> | |
|  Areas of opportunity 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> <div><div>More collection at one place</div></div> | <div><div>ADD Cash on delivery</div></div> | <div><div>How might we make our Collection for all sizes</div></div> | <div><div>How might we make it clear that tipping is appreciated but not necessary?</div></div> | |