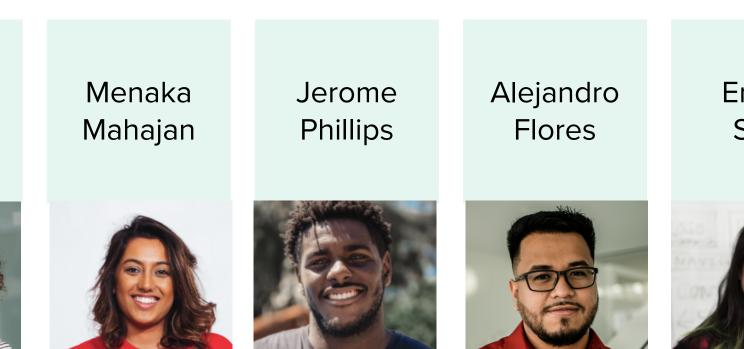
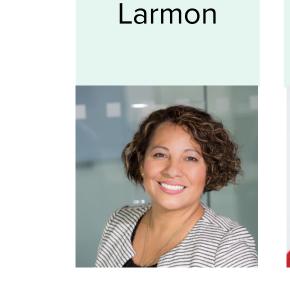
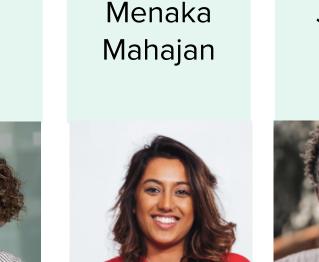
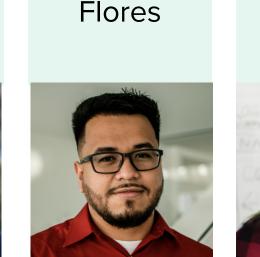
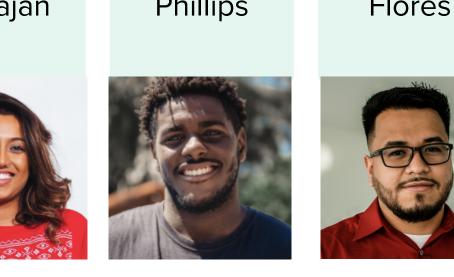
# NEWS TRACKER APPLICATION

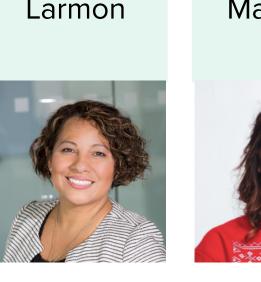


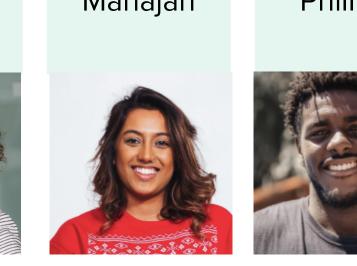










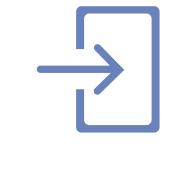








How does someone initially become aware of this process?



What do people experience as they begin the process?



In the core moments in the process, what



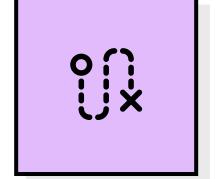
## **Exit**

What do people typically experience as the process finishes?



### **Extend**

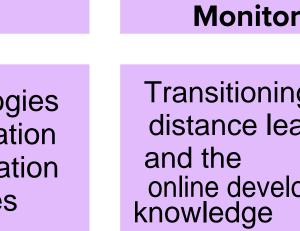
What happens after the experience is over?



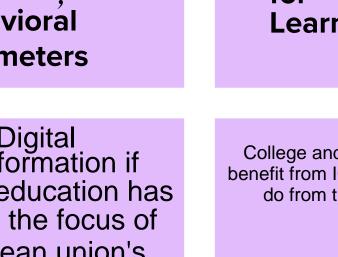
typically experience?

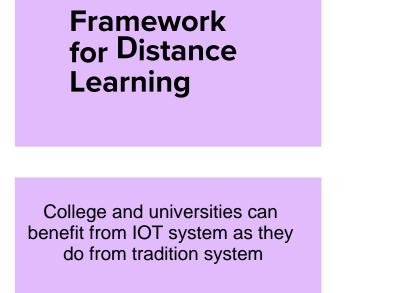


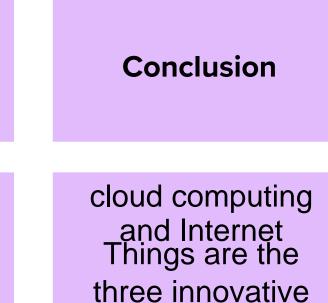


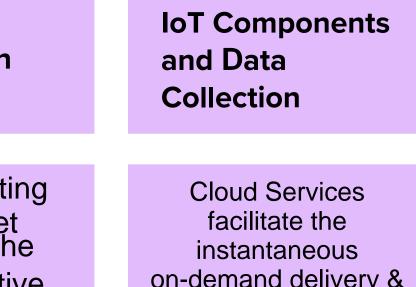


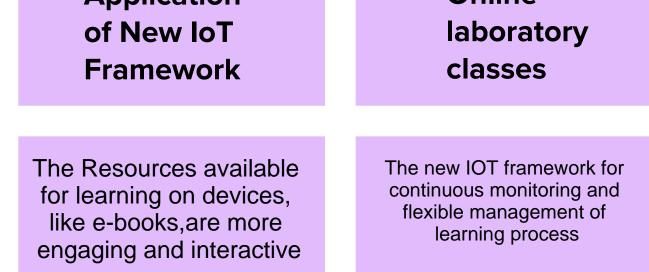


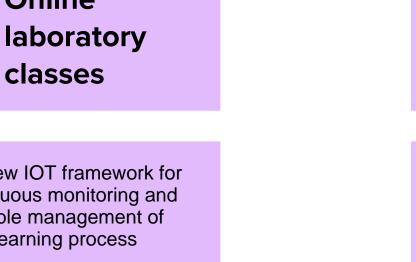


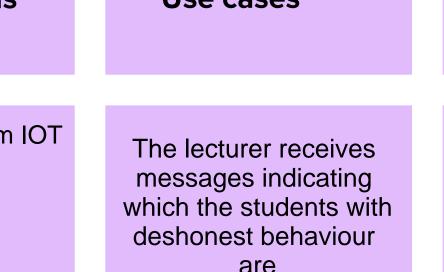


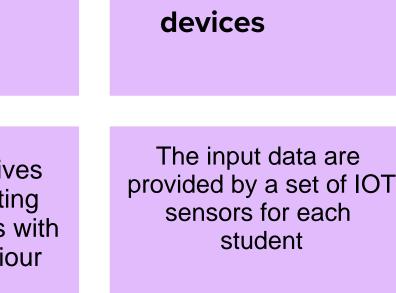


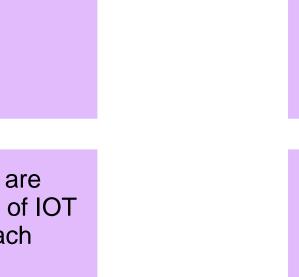


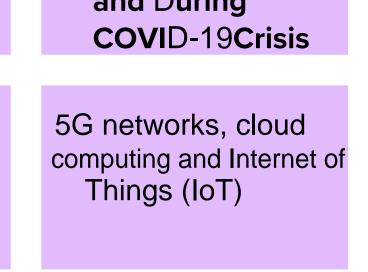


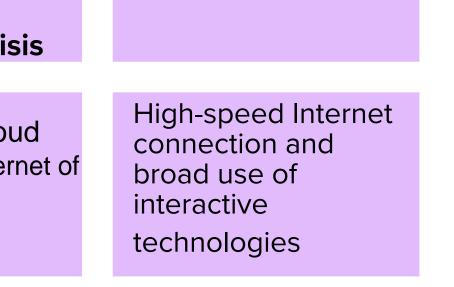




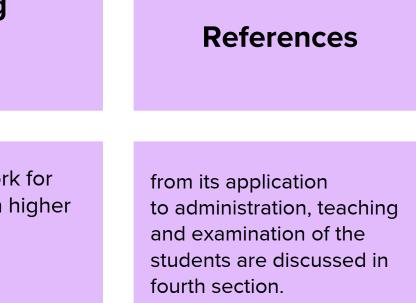








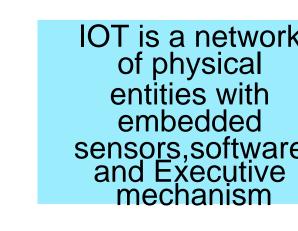


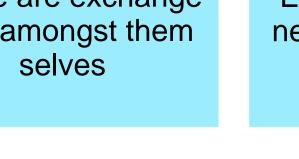


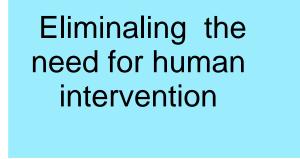


What interactions do they have at each step along the way?

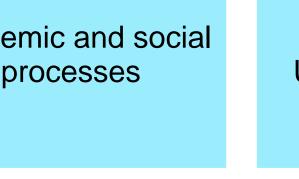
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?









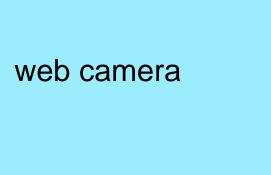


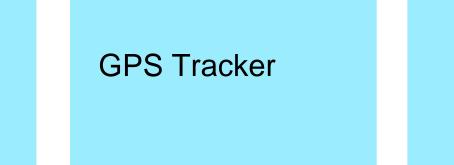


The tour guide makes first appearance at this point, although the customer doesn't interact with them yet.

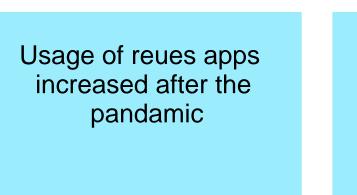


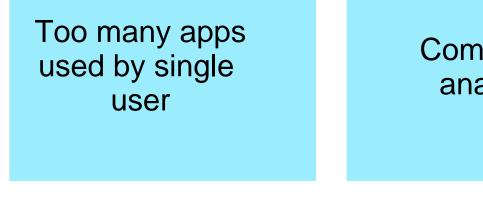
The IOT enables lechires to boost operational efficiency in online Learning environment









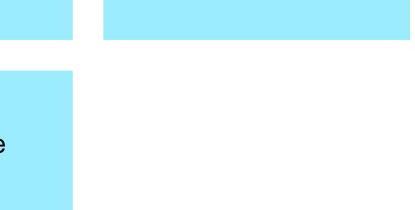


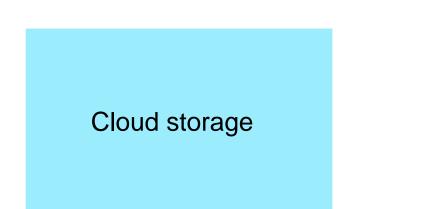


IOT HUB

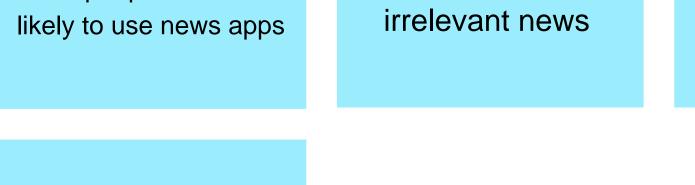
Eye Tracker







Young people don't read news from apps,usually depend on social media

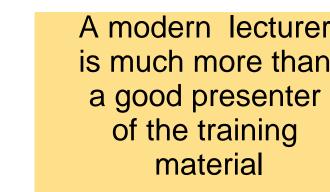


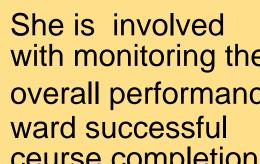




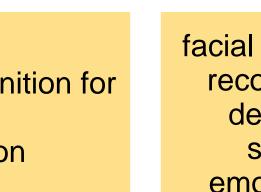
### **Goals & motivations**

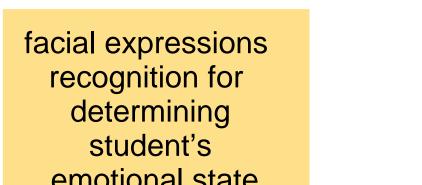
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

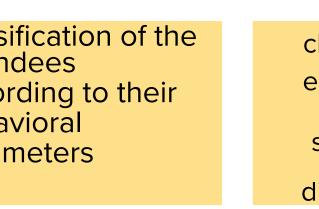


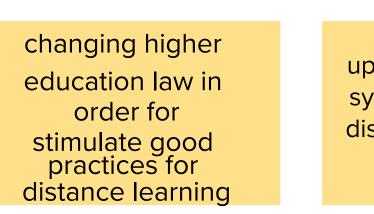


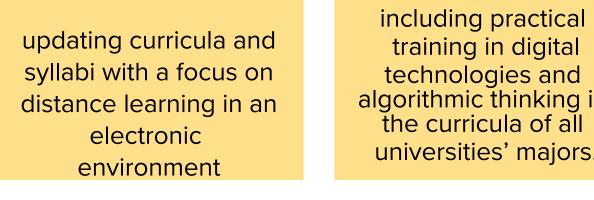


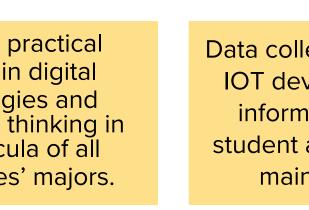


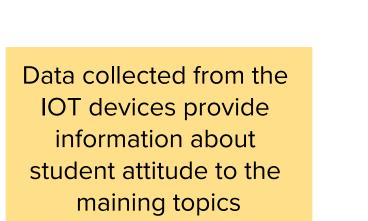


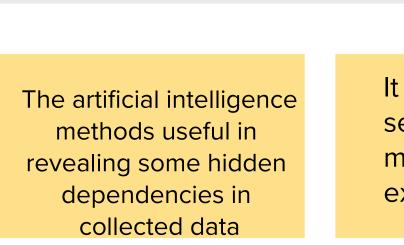


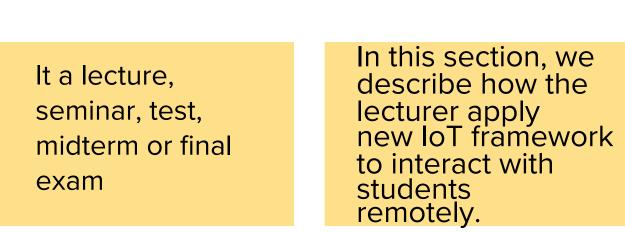


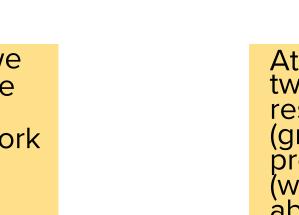


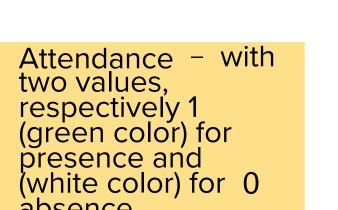




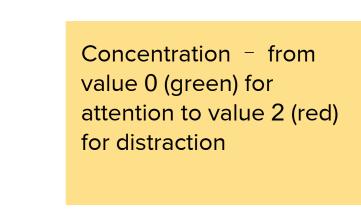


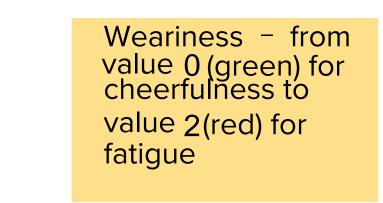


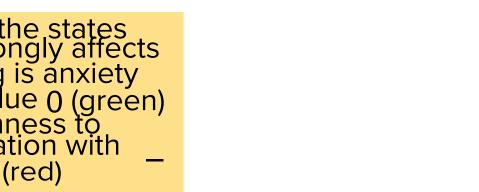


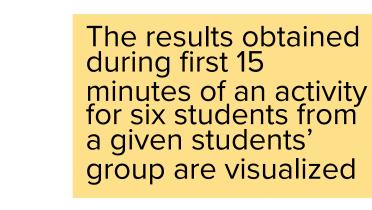


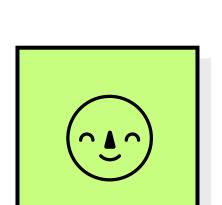
Smartwatch





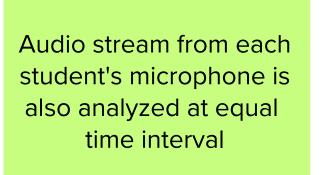


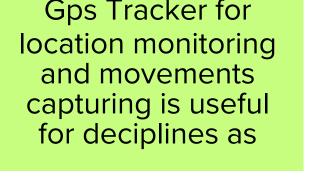


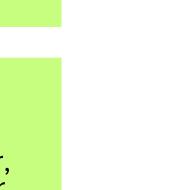


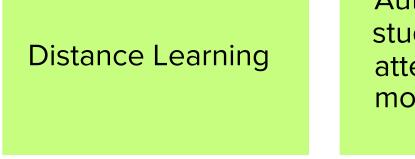
### **Positive moments**

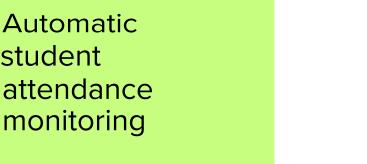
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

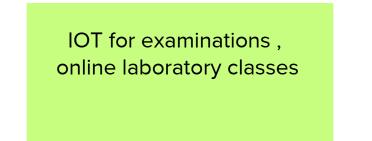




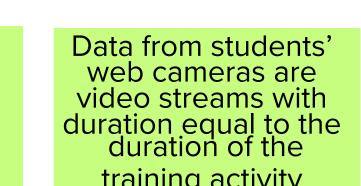


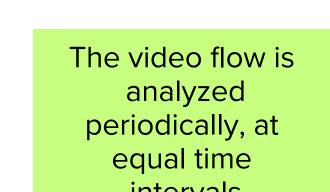




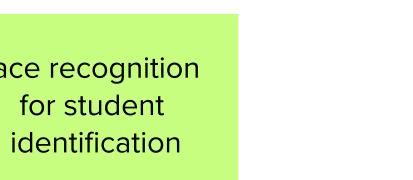


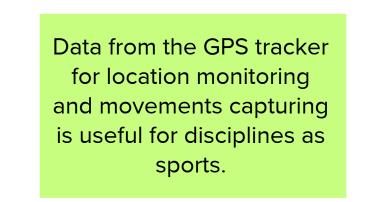


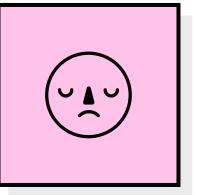








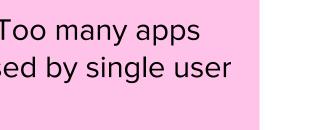


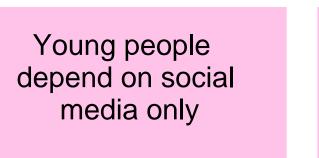


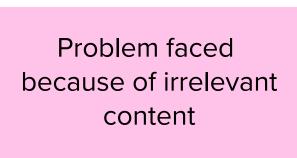
### **Negative moments**

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

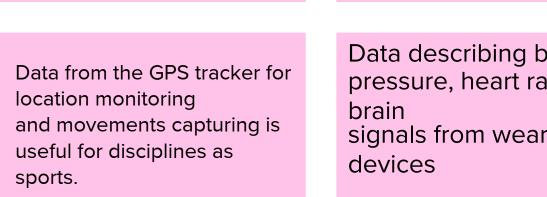


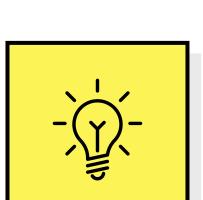












### Areas of opportunity

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

