Gesture based tool

SCENARIO
Recognizing the images, hand gestures, easy to use using AI tool

Phases

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?

Entice:
- Clarity of how to use — Most customers discover different images to variate
- Visit website or app — A customer navigates through the website to check details
- Choose a different method — Whether the quality of images satisfy the criteria
- Browse many info's — The customer sees both the quality and quantity of hand gestures
- View detail on the hand gestures — Checking if it is useful for customers

Enter:
- Checking out for details — After deciding the images it gives the correct results
- How long does the process takes to complete — They can do variety of shapes of images
- Confirm the images to be uploaded — They see a summary of what they are about to do next
- The storage of data in the computer — The pictures ahs been selected to upload
- Recovery of the stored information — After the images has been inserted waiting for it to be checked

Engage:
- Choosing which images to upload — When it does not match it gives wrong results
- Related images of the same pictures — If the criteria has not mat it takes long to finish it
- Uploading it in the app — Rectifying the problem takes most of the time to change it

Exit:
- Waiting for the competition stage — The gestures of hand to meet the given criteria
- Prompt for review — The hand signs or the images uploaded has to be same
- Writing & submitting review — If the images match with the gestures if the gives the result

Extend:
- The images which given has been stored — The completed process is been recovered from all the errors
- Personalized recommendations — In which platform we can change to make less cost
- Where to use for which purpose — The customer queries has to been met immediately
- Personalized tour suggestions for use — How a past participant has used the software

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?

Entice:
- Checking for info about gestures, iOS app, or Android app
- Which software is best to use, iOS app, or Android app
- Different usage of software, iOS app, or Android app
- Which type of software is used, iOS app, or Android app
- Methods to use the app, iOS app, or Android app / Checking for different usage where to use how to use

Enter:
- Images uploading, iOS app or Android app
- Customer reviews, iOS app, or Android app
- Hand gestures images, iOS app, or Android app
- Customer's reviews or Android app
- Hand gestures images, iOS app, or Android app

Engage:
- When to start the process with the signs / The customer looks for the guide to operate the app
- Direct images for hand gestures to identify it
- A guide tour for using the software / Some images does to same does gives errors and takes time / Most common images does include hand gestures, animals, flowers , etc.

Exit:
- A guide to run the software successfully / The criteria to run the software is met, but not always / Depending on the images to be uploaded
- Customer's reviews for the Android app
- "Leave a review" modal window within the profile on the website, iOS, or Android app / Hand gesture images, Android app

Extend:
- Completed experiences section of the profile on the website, iOS, or Android app / How the hand gestures has been successfully shown
- Recommendations span across website, iOS app, or Android app
- Customer's reviews for the Android app
- Post-purchase screens website, iOS app, or Android app

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

Entice:
- Help me get this images to be uploaded
- Help me have more fun or learn new techniques
- Help me avoid error free for the software
- Help me see what they have to offer
- Help me understand what this tour is all about

Enter:
- Help me commit to use this software
- Help me get through this image processing
- Help me feel confident that my purchase is finalized and tell me what to do next
- Help me feel confident that my purchase is finalized and tell me what to do next
- Help me make sure I don't forget about my hand signs or get disappointed

Engage:
- Help me feel confident about where to go and which one of these people using it
- Help me feel good about my decision to go on this app for special people
- Help me make the most new images or signs to be uploaded

Exit:
- Help me leave the process unchanged after using it
- Help me spread the word about this process and give good feedback for others to use it

Extend:
- Help me see what I've done before
- Help me see what I could be doing next
- Help me see ways to enhance my new software

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

Entice:
- It's fun to look at options and imagine doing each software for different experiences
- Hand signs photos, videos, and explanations are exciting to see / It's reassuring to red reviews written by past travelers

Enter:
- Excitement about the purchase ("Here we go!")
- Less money spent on the app

Engage:
- We've heard from several people that the software has been used
- Our guide video for the customer to use it
- Specially challenged people usage, we have a 98% satisfaction rating

Exit:
- People generally love refreshed and inspired ideas

Extend:
- People like looking back on their new experience of using the software
- We think people like these recommendations because they have an extremely high engagement rate

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

Entice:
- People sometimes forget to check the guide video to use the app
- Several people expressed "information overload" as they browse
- People express a bit of unsatisfaction of commitment at this step

Enter:
- Many people does not relay to use this app

Engage:
- People expressed not satisfactory review most of the times
- Sometimes people hand gestures does not match with the software's input

Exit:
- People are unclear using the app sometimes leads to disappointment / Whether the software runs successfully or not
- Customers report feeling review fatigue / We have very low review rates (15% of people review experiences and tours)
- People describe leaving a review as an arduous process

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

Entice:
- If you don't follow this app could wesend a follow-up?
- Could we automatically login without watching the guide video for using this app
- Make it easier to compare and shop for experiences without having to click on them
- Provide a simpler summary to avoid information overload / The hand gestures images and signs can be of any type rather than the given input

Engage:
- How might we make our images or signs interesting so that people tend to use it frequently

Exit:
- How might we make it clear that people understand / How to make the app interesting to use / How might we totally change the method
- Could we use different types of images and signs for reference
- How might we progressively disclose the full review so that each step feels more simple?

Extend:
- How might we help people celebrate and remember the app which for special people to use
- How might we extend the personal connection with customer reviews