

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

Browsing, booking, attending, and rating a local city tour	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?	Visiting website Uploading the Image Scanning the Image The customer needs to visit the website Customer will upload the Image through soft copy Customer needs to scan the handwritten digits	Customer will start the process by uploading or scanning the images Customer will view the output as digitalized form	Image Checking Customer will check the handwritten image before uploading Customer's Satisfaction Now the customer will be able to get correctly recognized digits	Leaving the Website Customer will be satisfied if the website will correctly recognized the digits	Personal Recommendation After using the website the customer can share their feedbacks and details to their friends
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?	Uploading the recquired image in the website Scanning the image by choosing the format which needs to be scanned through the website Digitalized output will be displayed	Scan image section in the website Viewing the specified output	Customer can view the pop up message in the website The digitalized Output will be saved	Interaction takes place after leaving the website	Recommendation occurs across the whole website
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me to find the correct format to be converted Help me to avoid the wrong recognition of handwritten digits Help me to use the website properly	Help me to upload or scanning the image Help me to recognize the digits correctly	Help me in checking the image whether it is correct or not Help me to be confident in recognizing the digits/texts	Help me to leave the website in a positive mind	Help me to give good suggestions to others
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It extracts the text from the written file It can recognize the digits fastly	It will recognized the hardly written text It is a user friendly web application	This application is very essential due to the recognition of handwritten digits is easily done The people who has different hand writing will easily recognized People will be more satisfied after getting the expected output	Everyone feels delighted while leaving the website	Everyone is satisfied with these recommendations
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	people gets irritated when internet connection gets low Sometimes people upload the wrong image for recognizing the digits Due to the quality of camera people gets irritated	People upload the blur image for scanning The text/digits must be easily recognized in scanning process	The user needs to have the complete knowledge of the computer It gives a pressure while uploading and as well as while processing the image Some people don't know the scanning process in this digit recognition method		
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Different libraries has been classified image is correctly recognized	The uploaded image can be viewed as the output	Can get any kind of help during the entire process	User can be able to see his own recognized digits in his history column	How we know that the customer is fully satisfied or not