✴

**TIP**

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

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.

# Entice

**SCENARIO**

**Browsing, booking, attending, and rating a local city tour**

How does someone initially become aware of this process?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Uploaded successfully | Predict the image | CNN model feature extraction | Classification accuracy | Output shown |

# Enter

What do people experience as they begin the process?

Local file manager shown

# Engage

In the core moments in the process, what happens?

ECG image shown

Index shown

Username password input field shown

Login page shown

# 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?

## 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?

Searching website

### 

User enters website URL

Web page shows login page

Enter the login credential

Homepage shown

Find input field

Find exact file directory

Webpage shown

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Input ECG signals | Preprocessing | Uploading the ECG images | Checking the image is upload or not | Uploaded image is analyzed | Exact image verified |

### 

Teacher

Website

User

Website

Login credentials

Login credentials

User thinks to find solution

Get idea to solve

User seems happy

Seems to happy

Get healthy life

User solve problem

Play with their children

Exit the web page

### 

User

Input field in website

User

Accuracy rate

User

Output selection in website

ECG

images

Output

Classification output

## Goals & motivations

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

Select the website and go to the website

## Positive moments

Satisfactiion of seeing output

Got exact output

Put ecg image into website

Check homepage

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

Choice has been proven successful

Good responsive website

Better understanding of disease causes

Developing appropriate treaatments

Early detection

Exact prediction

Accurate classifcation

Accuracy rate 90.5%

Good results in output

## Negative moments

Sometimes prediction is incorrect

Website is slower

I cannot enjoy that moment

Sometimes i have fear

Sometimes bad prediction

Do not identify the different stages of Arrhythmia disease.

Detailed and actionable report.

In- accurate

classification

Do not monitor for motor symptoms.

Customer satisfaction

Hoping really enjoy it

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

Type correct login credentials

Search correct keyword for website

Improve 2d images

to 3d images

Collect set of more

image datasets

## Areas of opportunity



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

List out images

Find out directory

Detecting cardiovascular disorders

Improve better analyzation

Timely detection