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.

TIP

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

SCENARIO

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?

- checking for updates
- searching for solutions
- a person during checking for any recently available technologies for deaf or dump people
- deaf people who are not able to speak checks for the updates for technology that helps them to communicate
- starting thier usage
- finding difficulties
- find solution
- as they begin to start the usage, they start experiencing the advanced features of this application
- as they start to see the application they start to find the errors or some discomfort in handling the application
- theyfinally come to know about the application and start using it
- start using the application
- they communicate with the app using CNN and that converts them into voice
- as they came to know about the app they start using the advanced features of this app often
- as they start to use they see the features that are available for engaging the people
- good interaction between the user and the application takes place
- as they get benefited continuously from the app the get familiar with it
- they get certain upidatuons in the application as they use the app continouily
- they also get the steps that to be handled during new versions of the application
- if they need any extension they will add any advanced feature of the app

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?

- they keep interacting with technically strong and engineering stdents
- they go for placce swho provide the information or machines that helps deaf people
- they try to create new things by thier intuition
- during usage they interact with the mentors who help for their better usage of the app
- after getting clear they try to explain things to deaf and dump people like them
- using this app they can communicate with each other and with the normal people
- they make communication much more easier and does not have the feel of disability
- after usage they sugest this type of apps to neraby friends

Goals & motivations

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

- during this step the motivation of the person is to find a better technology
- the motivation of the people during this session is to understand the application
- to get to knnow about the information of the project
- to experience the advanced features of the application and make use of the system efficiently
- they have a desire to share this to their friends

Positive moments

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

- they will get several information related to advanced technology during searching the application
- they will come to know about the features and start using the benefits of the applications
- they will enjoy the advanced feature of the application and forgot their disabilities
- they will do good thing to their friends by suggesting this to others

Negative moments

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

- they get more information which will get them confused
- they may get disappointed due to the usage
- they may even get addicted to this type of applications
- this app may be not usable for their friends and they may get disappointed

Areas of opportunity

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

- they get good ideas and informations regaring advanced technologies
- they get more suggestions from different people
- they have an idea of using and good things application
- making use for this advancement may make the person more satisfied and happy
- they have such a better experience good enough to teaching this to their friends