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?

Entice	Enter	Engage	Exit	Extend
User enters webpage url / Webpage shown	Hompage shown / Index shown	Upload the ECG Images / Uploading ecg image	user thinks to find solution / get a idea to solve	Exit the web page / Get healthy Life
Web page shows login page / Login page shown	Find Input field / Local file manager shown	Check whether exact image upload or not / Exact image verified	User Solve problem / User seems happy	Play with their children / Seems to happy
Enter the login credential / Username, password input field shown	Find exact file directory / Ecg image shown	If not, upload again / Uploading ECG image		
		Check whether exact image upload or not / Uploaded successfully		
		Predict the model / Prediction starting		
		Analyze the ECG images / Output shown		

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	Enter	Engage	Exit	Extend
Teacher / Website / Login Credentials	User / Website / Login Credentials	User / Input Field in Website / ECG Images	User / Prediction section in website / Classification Output	User / Output section in website / Output

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

Entice	Enter	Engage	Exit	Extend
Searching website / Select the Website and go to the website	Check Homepage	Put Ecg image into website	got excited when exact output	Satisfication of seeing output

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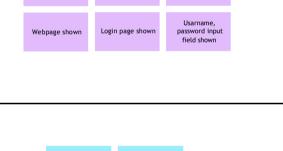What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Entice	Enter	Engage	Exit	Extend
It has been a pleasure / Hoping really enjoy	Best responsive websites / This choice has proven successful	Accutate result shown / Faster outcome	Accurate classification / Exact prediction	Got a good result in outputs

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

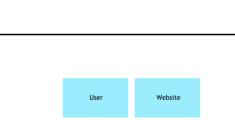| Entice	Enter	Engage	Exit	Extend
Sometimes I have fear / i do not enjoy that moment	Website is slower / Given result is not perfect	inaccurately result shown / Slower out come	Inaccurate classification / sometimes bad prediction	Hoping really enjoy

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

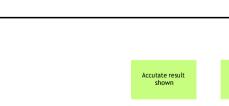| Entice	Enter	Engage	Exit	Extend
Search correct keyword for website / Type correct login credentials	Find directory / list out the images	Improve 2d images to 3d images / Collect set of more image datasets	Improve exact ECG prediction / Improve better analyzation	Trying to improve customer satisfication