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?



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?

Failure of existing system

Visit website for solution make a clear sense

After installati on, see a summar y of the

Giving feedback of system.



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?

Refer the

The customer looks for the group or guide, often from a distance as they walk closer

Direct interactions with the guide, and potentially other

Most common objects people interact with on tours are bikes, Segways, food, and

Often takes place at the same place where the group met the guide, but not always

If other users interact with this person, they will see these completed tours also



Goals & motivations

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

Compare the problems and solution

Check the solution is

Wait for the exact time to apply

gadgets, repair it.

In final whatever profit or loss just move on. Keep

Depending on the tour participant and guide, tipping/cash may be involved

Built farmer resilience for everything.

Help me see what

Help me see ways to enhance my new trip



Customer feelings

What is the customer feeling?

Keep recording your actions and collect rating about it.

Keep improving and include the technology that needed

Take a note on both profit and loss



Needs and pains

What steps does a typical person

To have a enough knowledge to handle IOT based devices

collect the necessary information

Farmer have to handle the regular checking

Customers feedback after using the product