Team ID:PNT2022TMID27210

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?	Choose a plan with the help of google they searches nutritious food they will make a plan such as when to eat, when to practise, when to exercise etc.	Researches about foods Creates Budjet Purchases they completely tries to know about the food habits to be followed during fitness journey they will create budget according to their list they will buy all the foods and things which are present in the list	They will wake up early in the morning to exercise regularly Eats on time They will eat on time because it is mandatory during fitness They will eat on time because it is mandatory during fitness They will eat on time exercise they may feel stressed so they hear songs to handle that	Leaves the health educator Writes Reviews Thanks Mentor they will give a feedback about their health educator their health educator Thanks Mentor they will thank their mentor for their training	Personalised Health offers they will often get recommendation from phone regarding fitness they will also recieve some of the health offers
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?	meets fitness trainer and gets advice usually near to their locality or from their office gets engaged in social media and collects information about diet usually near to their locality or from their office	asks tips from neighbours usually near to their locality or from their office from their phone	practises in gym avoids chat foods and oil foods concentrates more on health	direct interaction with the guide and other members from the group Leaves Review about their mentor in their profile Leaves Review about their mentor in their profile	Recommendations sapm across website,email etc Leaves Review about their mentor in their profile
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	help me to set a goal help me to change my perspective help me to think fun and variety	help me to schedule regular workout time helps me to feel confident that my purchase is over help me to feel eager to use the purchased products	help me to practise regularly help me to stay stubborn that i should not skip practise	help me to leave with good feelings with good awareness	helps me to remember those days helps me to know what i have done
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It's fun to look at options and imagine doing each one of their experiences photos, videos, and explanations are exciting to see It's reassuring to red reviews written by past practicers	Excitement about the purchase ("Here we go!") Happiness after seeing the purchased product	Our guides tend to be so good that people are reassured when they meet their guide People love their practise session itself, we have a 98% satisfaction rating	People generally leave with feeling refreshed and inspired	People like looking back on their past days
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Several people expressed "information overload" as they browse People express a bit of fear of commitment at this step	Trepidation about the purchase ("I hope this will be worth it!")	People expressed awkwardness about finding their guide in a public place Sometimes people are matched up with gym participants that they don't really like	People are unclear whether a tip is necessary. People describe leaving a review as an arduous process	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	If you don't follow this immediately after paying, what should i do? Provide a simpler summary to avoid information overload Make it easier to compare and shop for experiences without having to click on them		How can i ask doubt to a mentor?Should i call him or text him	How might we totally eliminate this awkward moment? How might we progressively disclose the full review so that each step feels more simple?	How might we help people celebrate and remember things they've done in the past? How might we extend the personal connection to the mentor long after the trainingis over?