Document an existing experience

SCENARIO

Browsing, booking,

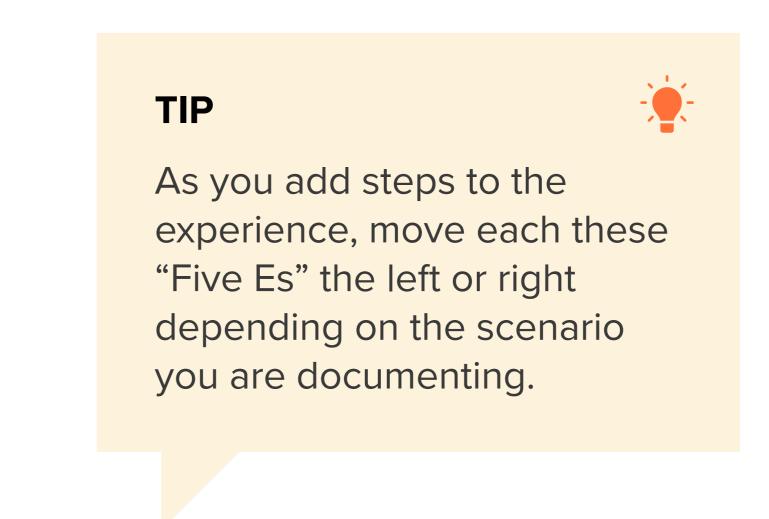
attending, and rating a

local city tour

typically 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.

TEAM ID:PNT2022TMID22136



experience Journey map

Use this framework to better on your hunches or assumptions.

Created in partnership with

Product School

understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying

Interactions

What interactions do they have at each step along the way?

People: Who do they see or talk to?

What does the person (or group)

Places: Where are they?

Goals & motivations

primary goal or motivation?

Positive moments

At each step, what is a person's

("Help me..." or "Help me avoid...")

What steps does a typical person

find enjoyable, productive, fun,

Negative moments

What steps does a typical person

What have others suggested?

Things: What digital touchpoints or physical objects would they use?

Entice

How does someone

of this process?

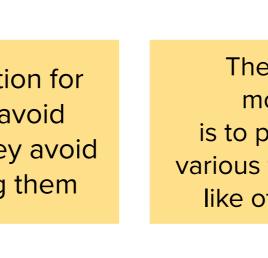
initially become aware

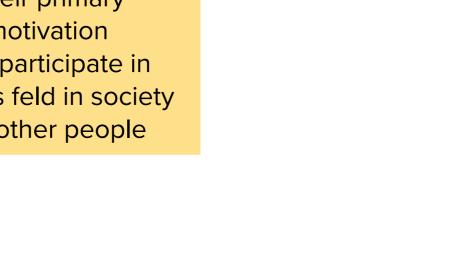
[Through social media advertisement they where only able to read the information.]

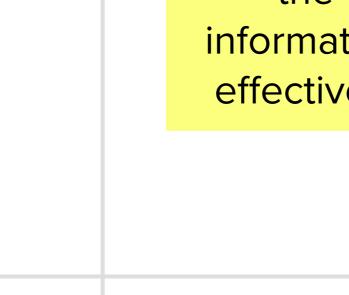
[Neighbors where built confidence to the user.]

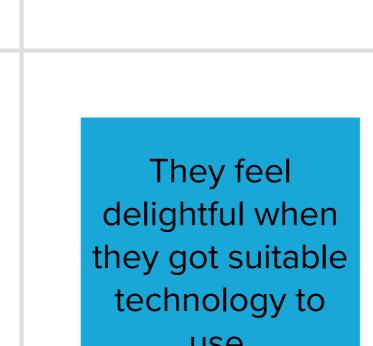
They feel to speak with people of their own kind and some are confdently interacting with normal humans

They feel to speak with They have a special School or orphanage to build their career









Enter

What do people

experience as they

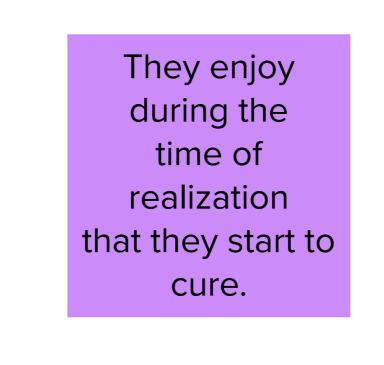
begin the process?

Initially they built confdence that they

could communicate with normal people

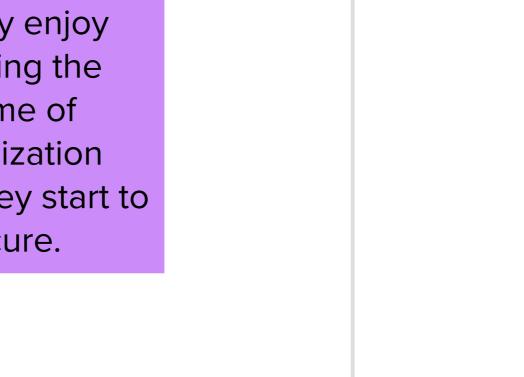


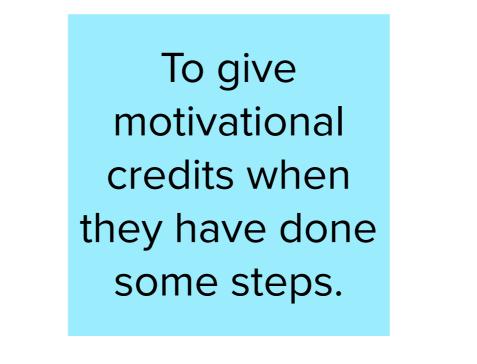
opportunity to use the



They shoud avoid hesitation when they speak with people.

They start to use digital aided products like apps, websites and gadgets





They feel

their sign image gives them information

Engage

happens?

In the core moments

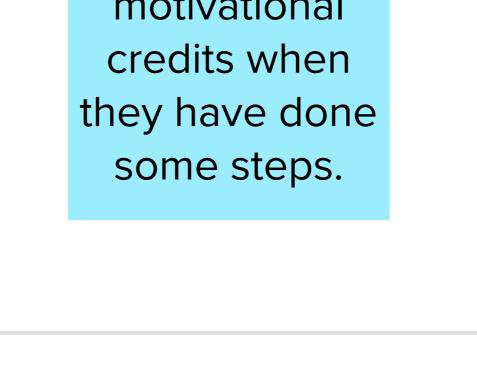
in the process, what

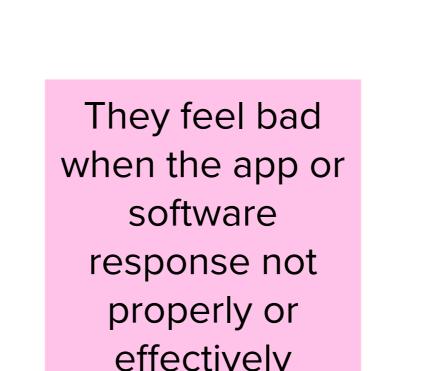
Interaction starts

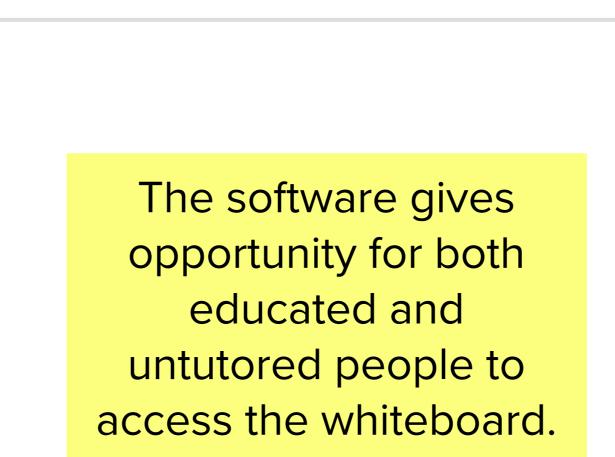
using assistive

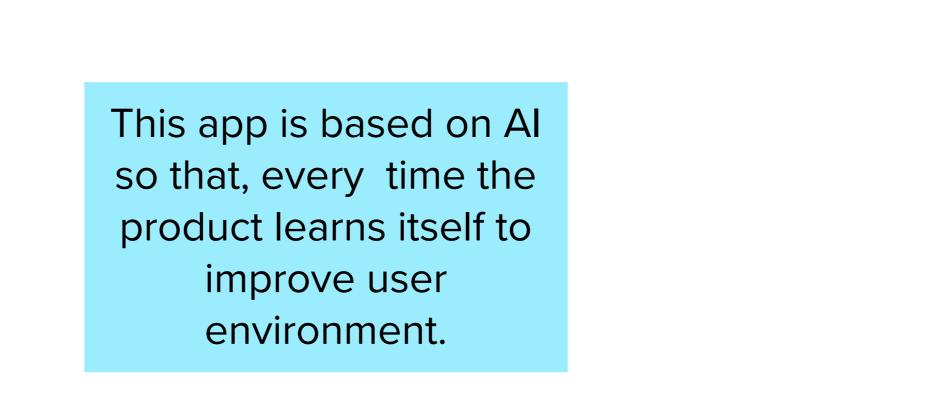
technology.

text or









They start delivering

thoughts by drawing

in white boards

When they feel lonely,

default bot is

software.

Motivation steps

& steps to

achieve the Goal

are provide via

The end user will

the product

Interaction purpose Small games are implemented in the product



Exit What do people typically experience as the process finishes?

this app or

User is now

brave to

interact in

emergency situation

Now they are

self motivated

to use sign

language

Now they are

productive and socialize

among

Interaction

get slow

hours.

wide range of

opportunity and

development o

society.



Extend

What happens after the experience is over?

Its created a after using

They do not

Now the easy one for them.

To the extent they use sign language using hands normmally

about their

They will become a self motivated person.

They feel optimistic and positive after

their experience.

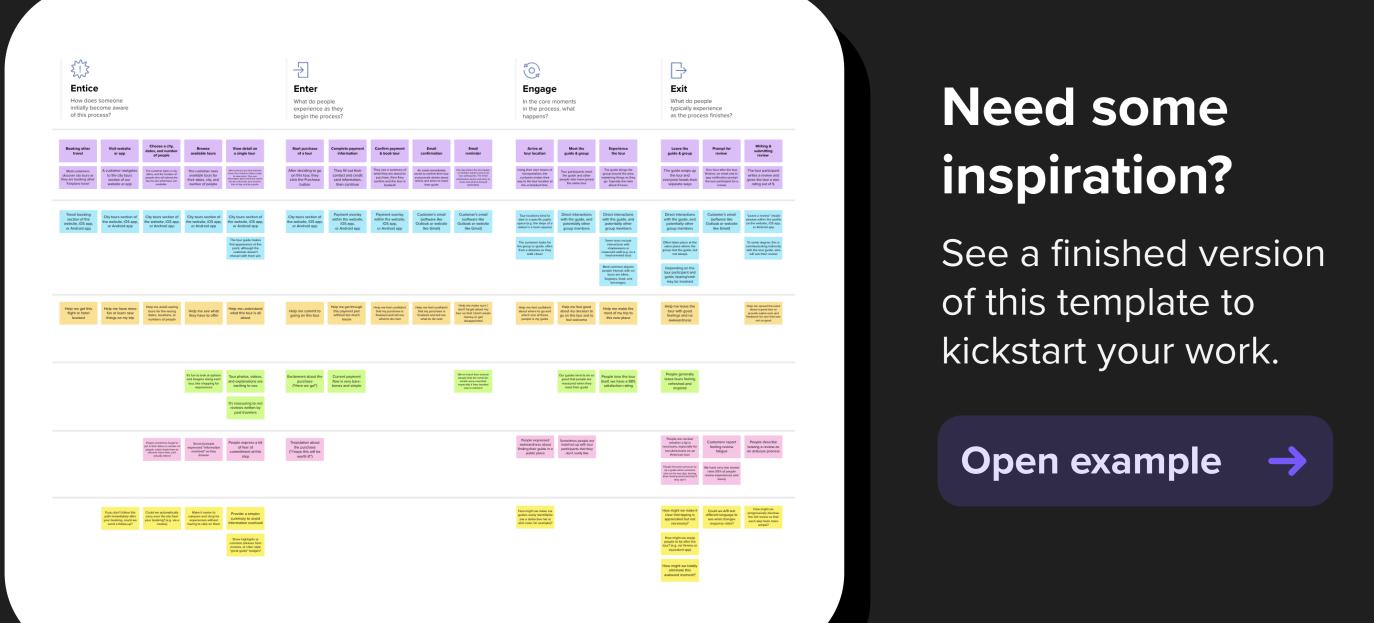
they must be

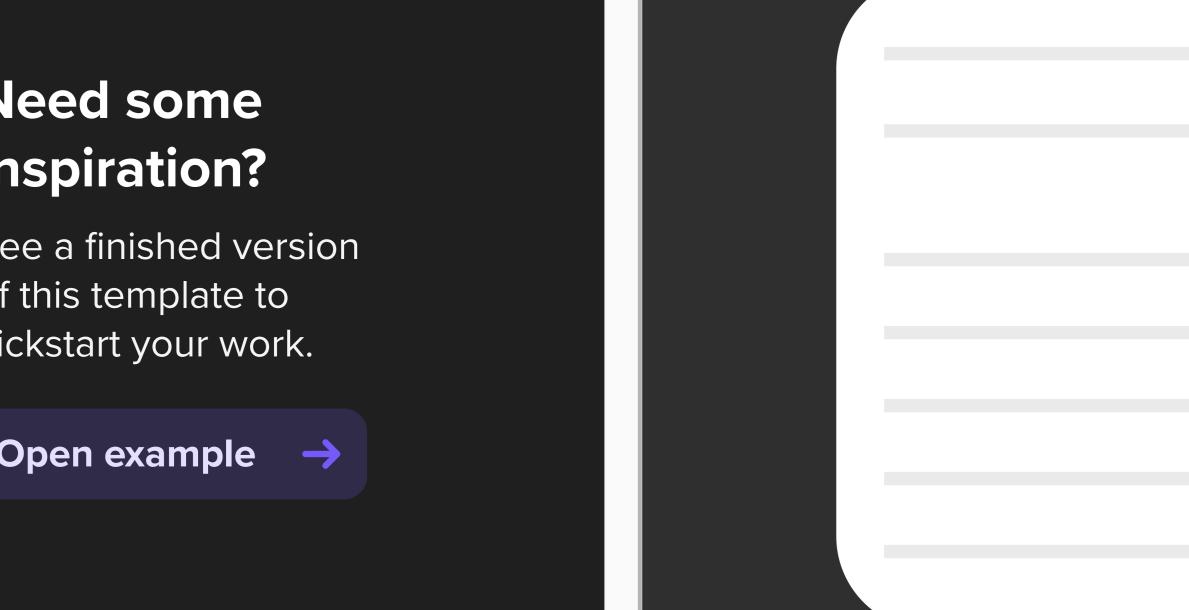
text result

They get
struggle or
onfuse if proper

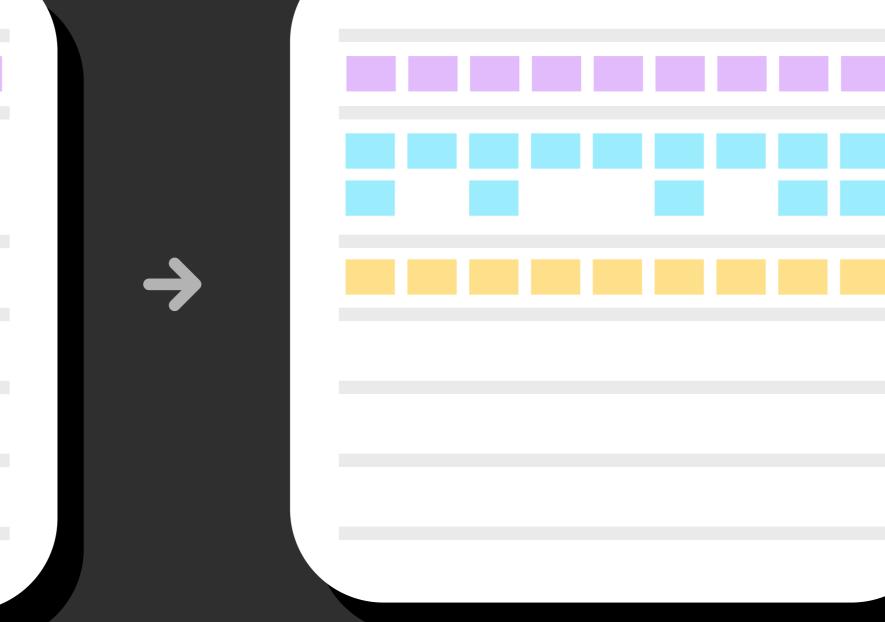
They have any boundaries.

Share template feedback









When they eagerly communicate with a normal people communication is slow, so they feel that they don't want communicate

Awareness must be created among normal people that 'deaf and mute' are differently abled and are not disabled.

Help them without any hesitation when they need any help.



