SCENARIO

Browsing, booking, attending, and rating a local city tour



What does the person (or group) typically experience?



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?



Goals & motivations

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



Positive moments

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



Negative moments

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



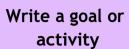
Areas of opportunity

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



Entice

How does someone initially become aware of this process?



Write a need you want to meet

Write an Emotion you expect the customer to have

Write a potential challenge to your objective

TIME CONSUMING MAKES THE PERSON IN **FEAR**

Provide a asimple tutorial to understand its working



Enter

What do people experience as they begin the process?

> Children are prone to many accidents. Safety of children is very critical since children cannot protect themselves.

> > **WEARABLE DEVICE**

> > > Happy

The unreliability of the sensors

AFTER SOME TIME THEY **LOOSE THEIR** HOPE

Large scale implementation of the project

Engage

In the core moments in the process, what happens?

> Lack of child monitoring in school affect the child's behavior

> > **NEW IDEAS FOR** WEARABLE

Contented

Higher officials

SENSORS WILL ACTIVE **MORE FAST** TO NOTIFY

Alert message working through app or website

as the process finishes? MAKE THE

Exit

What do people

typically experience

NOTIFY OF CHILD IN TROUBLE

MEASURES FOR

THIS ISSUE TO

COPE

Environment friendly

The cost of the moisture sensors

SENSORS WILL SEND THE DATA AT TIME CONSUME

Interaction with public And children