

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.

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

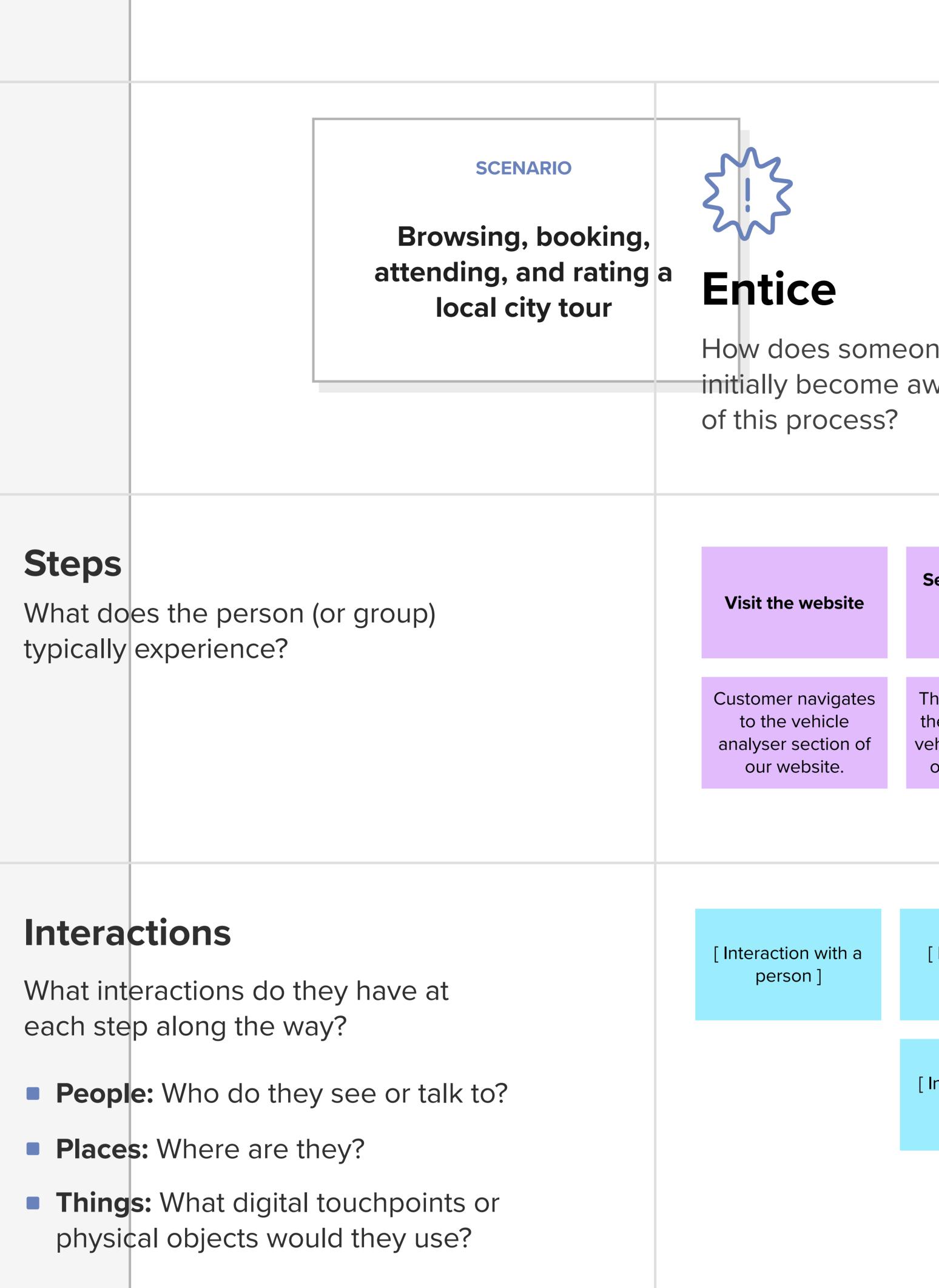
Data saving for future enchancements

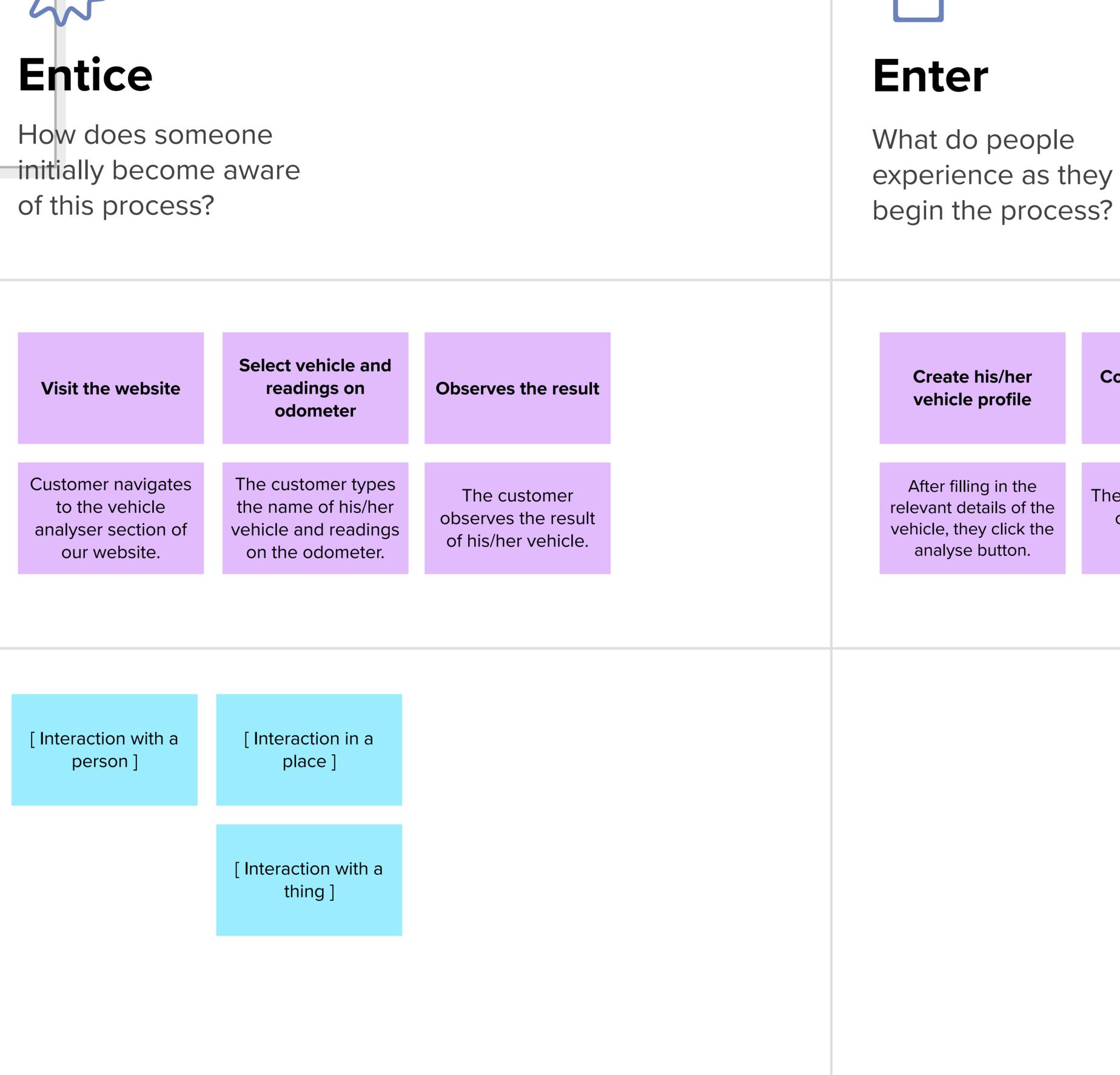
experience Journey map

Use this framework to better 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 on your hunches or assumptions.

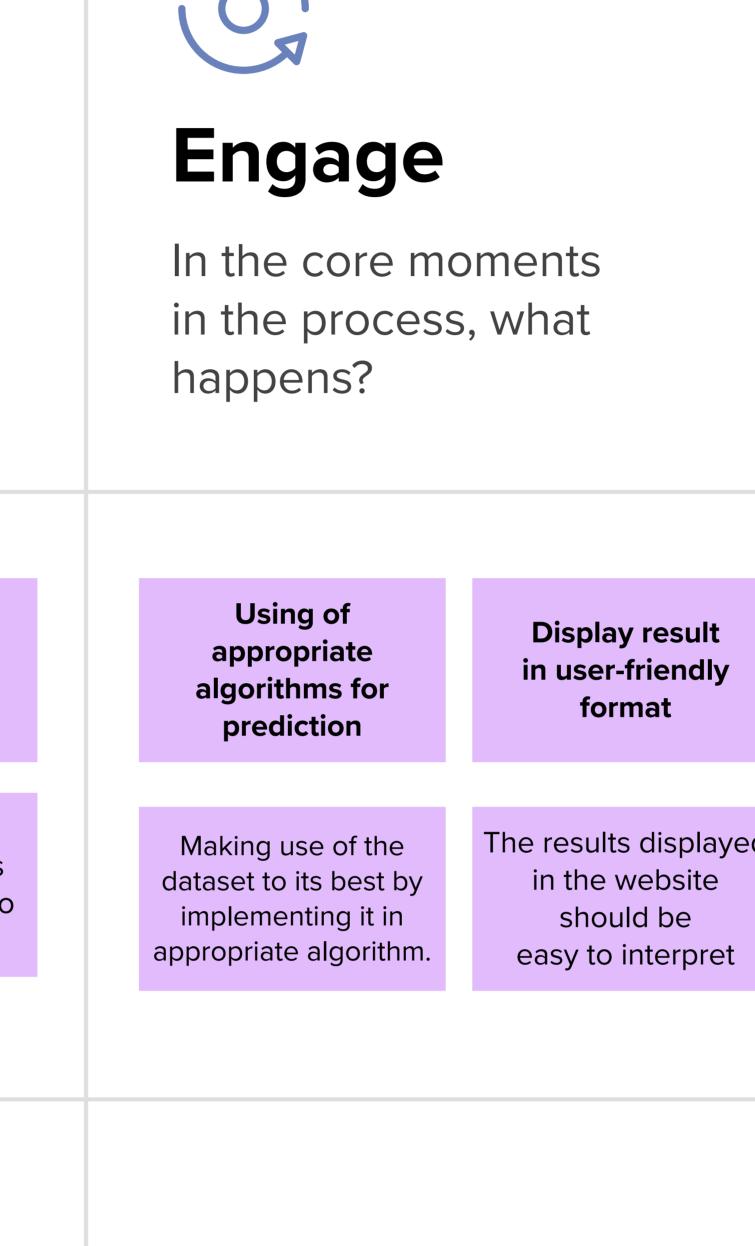
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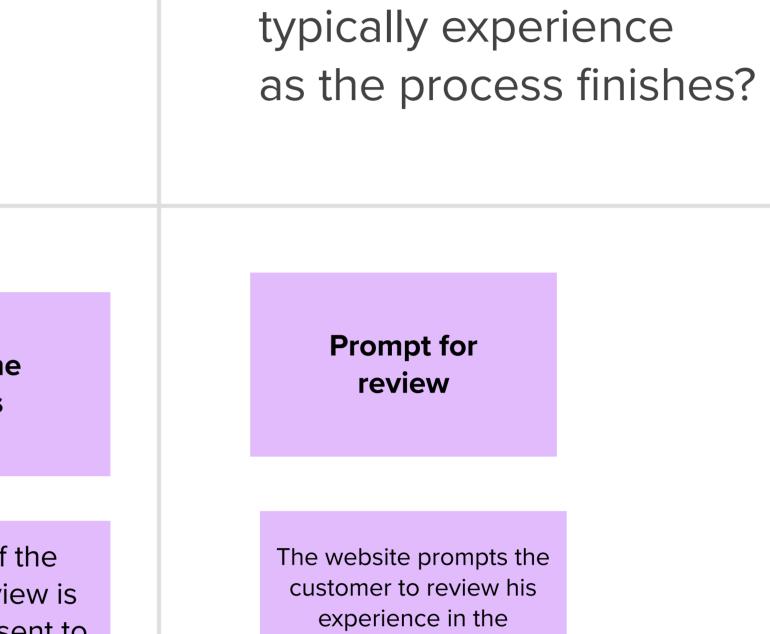






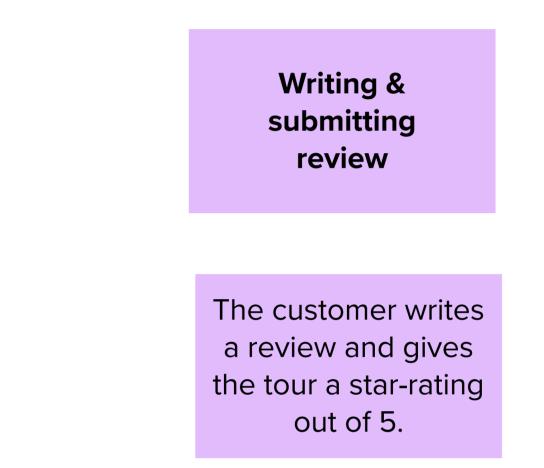




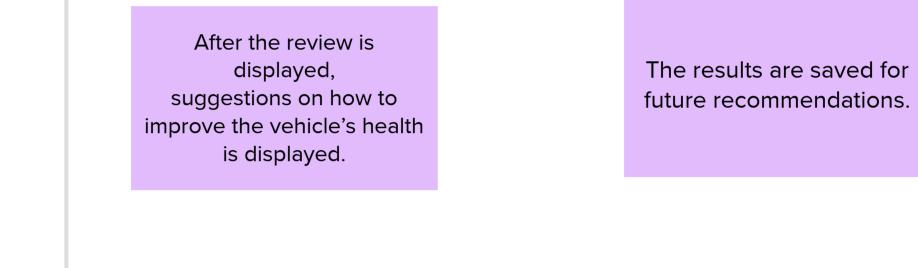


Exit

What do people



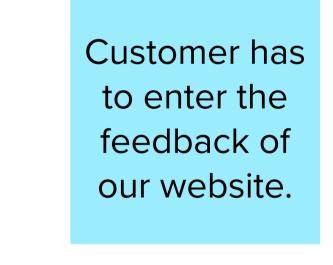
the user is
Recommended
product
vehicle based on
analysis and
can't do it once
the latter is changed



Extend

What happens after the

experience is over?





Goals & motivations

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

Help me get to know my vehicle health.	Help me get to improve the mileage of the vehicle.

offer.

Help me enter

the whole process guidance

Help me feel Help me feel confident that my vehicle profile is registered and tell confident about the credibility me what to do next the result.

about my decision to visit this website for analyzation.

made unauthorized person

component can be damaged and happen dangerous

Help me leave the website with good

Help me give a comment Help me see what I've done before. on my experience.

Help me see ways to enhance vehicle health.



Positive moments

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

Excitement about th result.

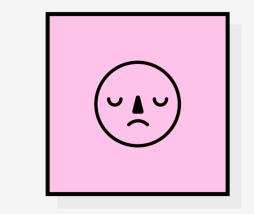
several people that the result of emails were essential.

are reassured when they know the process

process itself, we have a 98%

an email copy of their results.

website knowing their vehicle's health. We think people like these recommendations because they have an extremely high engagement rate



Negative moments

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

the process ("I hope this will be worth it!")

Anxiety about the results. ("Hope the results will be accurate")

People expressed difficulty that they had to enter many

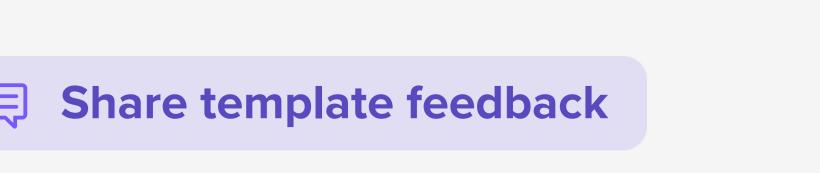
Some people expressed that the user interface could

be better.

leaving a review as an arduous process

Some people expressed that they are doubtful about their results.

Some people expressed that the user interface could be better.





Areas of opportunity

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

comfortable ride, tyre experts replace the vehicle's tyres.

new injection cylinder professionals to provide the driver with a smooth and fuelefficient ride.

The car may be journey more pleasant.

Means can be changed like this provide more ore comfortable and more fuel efficient take a walk

All of perfromance of vehicles improved and provide cost Efficient driving

perfromance of improved and provides comfort, cost, safety improved mileage and Efficient driving

e modification of junks contained the vehicle and design allows customer or the designer changed some thing improve performance

Change and design allows customer or designer improve performance.

Some customers realize that vehicle styling and performance may vary slightly for electric vehicle models