



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.

TIP

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

EARLY DETECTION OF CHRONIC KIDNEY DISEASE



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?



Steps

What does the person (or group) typically experience?

Checking other App

Visit Website or App

Doctors Suggestion

Users check for accurate results in various other ckd detection app

The customer navigates to various features and sections of our app

The customer may come to know about the app or website on doctors suggestion.

Doctor's suggestion

Fill in the registration form

Confirmation mail

Login into the solution

Enter the required input fields

The customer should register in the app for further process of detection of CKD

Once the customer has registered they will receive an confirmation mail to the mail account in which they have registered.

Whenever the customer has to visit the website they have to login with the username and password.

Once completed the login procedure the user can now go to the detection page and upload the input they've asked for.

Enter the check option to start the process

The test results are displayed

Prompt for review

Write and submit reviews

One hour after the detection completed, an email and in-app notification prompt the customer for a review

The customer after detection gives the user a star rating out of 5.



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?

The CKD Detection section of the website, ios app or Android app

People: Doctor

Input field section of the website

Television and newspaper

Registration form of the website

User's email

Login form of the website

User information-Input form of the website

The Check option in the website

The test result page in the website

User's email

Leave a review option provided in the website.



Goals & motivations

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

Help me to find out what is model is all about

Help me to find out the accurate results

Help me to find the required test results prior to proceeding the process

Help me to detect CDK from any location

Help me to feel confident about the login details

Help me to feel confident that my inputs are proper and tell me what to do next

Help me to have a secure session

Help me to enter the correct input fields

Help me to feel relaxed even if the result is positive to CDK

Help me to provide review for the experience

Help me to provide feedback about my experience

help to have a relaxed feel after detection

help to have to clear idea of what to do next



Positive moments

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

Reviews written by the past users

Reviews provided by the doctor

Easy to know the required input fields

Through advertising which is done by the holder

Satisfied that the registration has been accepted

Calm feeling about the self explanatory UI autotype making user to save time while entering details

people like to utilize this as it is a self explanatory model

people trust is high as satisfaction rate is more

People feel relaxed when he is not been subjected to CKD



Negative moments

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

Users negative feedback of the application.

The required results are not available.

Users finds difficult while manipulating the patients data in application.

When the required fields are all numerical, the users find it difficult to enter.

Once customer registers delay in getting a confirmation mail.

Customers report feeling review fatigue



Areas of opportunity

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

If an user don't follow this path immediately after registration, then sending a follow-up. (for style="user-select: auto;")

to make each factors easily identifiable via a distinctive symbol or a color.

To make clear to users that there is no such registration charges.