✴



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.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SCENARIO**  Analyzing, detecting, training and prediction of skin diseases | **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? | **BROWSE ABOUT SEARCH FOR THE CONSULT THE THE SYMPTOMS DERMATOLOGY DERMATOLOGIST CLINICS**  While browsing, the While searching, By consulting the  user can the user can dermatologists the  understand about analyze a better user gets better  the disease clinic treatment | **Make an Undergo Undergoing**  **appointment with physical diagnostic the examination procedures**  **Dermatologists**  The user confirms The doctor reviews  his/her consultancy the patients medical Tests will be  with the doctor history and checks carried out  through phone call the skin problem | **Predict the**  **Processing the images and Result of the image detecting the patient**  **disease**  Analyzing the Get to know Gets a report  information based about the type of based on the  on the images skin disease analysis | **Aware about Advice from the skin disease specialists**  The patient will be Specialist advise  aware of his/her you to keep or  skin disease change current skin  care routine | **Disease is cured Personalized recommendation**  The problem is May call the clinic if  controlled and you have questions  treated related to your  condition |
| **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 patient discuss The patient visits Patients will search**  **the problem with nearby and visit websites**  **their family Dermatology clinic for details about**  **members their disease** | **Patient's detail Reviewing the Payment through for appointment patient's medical cash or online**  **details payment** | **Knowing about Getting Additional the stage of the suggestions and payment if disease patient medication from required**  **has doctor** | **Interaction with**  **other patients Interaction with**  **with similar the specialist problem** | **Complete treatment**  **details including Finding the best**  **prescription are clinic**  **recorded** |
| **Goals & motivations**  At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”) | **Obtain accurate Makes browsing result while easy through browsing for**  **symptoms images** | **Helps in finding Helps to**  **contents related enquire about**  **to Erythema the symptoms** | **The results Receive Medication should be suggestions on should cure the accurate home treatment disease** | **Makes it Satisfies the recommendable patient at the end to others of treatment** | **Helps to know ways to take care of the skin** |
| **Positive moments**  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | **It's easy to look It reassures at websites and reading reviews**  **treatment by past patients**  **options** | **It is easier to It's easier to contact the**  **clinic upload images** | **Easy and Accurate report**  **effective generation**  **treatment** | **Proper care is 100% accurate taken by the result**  **doctor** | **Results are stored for future use** |
| **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | **The patient's skin Symptoms may be could become detected wrong,**  **irritated and due to some**  **inflamed technical faults** | **Reduced self- The condition**  **esteem and can be fatal at**  **increased anger**  **levels severe stage** | **The patient feels Difficult feelings**  **more can be triggered**  **embarrassed and by other**  **stressed individuals** | **Low quality of The skin can image affects the develop various detection process infections** | **The patient's skin might get damaged** |
| **Areas of opportunity**  How might we make each step better? What ideas do we have? What have others suggested? | **The image Shows results quality should be based on similar**  **high phrases** | **Personal details Before attaining should be the critical stage, checked properly the disease should**  **be detected** | **Provide a simpler summary** | **If the detected disease is not Erythema, proper suggestions to be given** | **How to help patients learn more about prescribed home treatments** |