

EXPERIENCE DESIGN CANVAS VER.1

FROM YOSEFSHUMAN.COM

THE 5 E'S OF A JOURNEY	ENTICE	ENTER	ENGAGE	EXIT	EXTEND
THE 8 P'S OF SERVICE DESIGN	E.G., INSPIRE, INVITE	E.G., WELCOME, ON-BOARD	E.G., CONSUME, CORE VALUE	E.G., CHECKING OUT, LEAVE	E.G., MEMORABILIA, FOLLOW-UPS
PEOPLE E.G., PROVIDERS, RECIPIENTS					
PROPS E.G., TANGIBLE, DIGITAL					
PLACES E.G., AMBIENCE, LOCATIONS					
PROCESSES E.G., ORDER OF ACTIONS, FLOW					
PARTNERSHIPS E.G., SUPPORTS, DEPENDENCIES					
PRICE E.G., TIME, MONEY, EFFORT					
POSITIONING E.G., VALUES, EXPECTATIONS					
POLICIES E.G., RULES, REQUIREMENTS					