WANDERER

	PRE	DURING											POST				
	Inviting	Introducing & Selecting			Soulmee			Sensitizing		DIY		Herbs and Herns		Wanderer Space		Muse		Writing Feedback/Sharing Experiance		Collecting Take Aways & Photograph		Payment & exit	Acknowledgement	Delivering Home Remedies Jar	
User Journey	User registers with trees and Icons Gets an Invitation Card	Reaches the starting point	An Introduction is given to use by Agent	User asked whether wants to be Wanderer or Explorer	User chooses whether he/she wants to be a explorer User gets a Wanderer Badge and Wanderer guide (Booklet) User is asked to leave back their Phone	User goes to soul tree and agents tells the purpose of soul tree User sees the soulmee as a structure in midst of nature, surrounded by plants. There is also a big bowl of water kept with flowers in it	User is guided by agent to climb soul tree	User guided by agent with help of Manual to Collect things from before reaching DIY section User gets a paper bag to collect things	User is welcomed by Agent 2 to DIY section	User starts doing the DIY. Agent 2 helps whenever required User can use the things collected in Paper Bag or the things collected by Trees and Tree team User is shown examples to get ideas for DIY User is given freedom to make as many DIY as possible	User finishes DIY	User moves on to Herbs and Herbs Section User is told about the benefits of home remedies by Agent 2	User takes home remedy 1 User takes home remedy 2	User is then asked if he/she wishes to order these remedies User gives his/her order and the agent makes a note of it	User is then guided to move on to an Wanderer Space to spend some alone time with nature. User finds some self exploratory questions to answer in his/her Wanderer Guide User also finds paper in nearby desk to write or sketch their thoughts. User finds water and fruits to enjoy their time	User returns from Wanderer Space after 15-20 minutes.	User is then guided to the Muse, a nature exhibition by Agent 3 User takes a moment to read the idea behind Muse	User reads on the information related to nature on topics: Animals, Plants & Biomimicry User is shown an amazing thing found in Nature (Cordyceps Plant Fruit) User exits Muse and comes to Exit point	User is asked to sit and relax for some time User sits under a shade of tree User is served water User drinks water and returns Glass to Agent	Agent 3 asks user to write Feedback Fill questions from Wanderer booklet Associates an emotion about the nature journey by pointing a sticker Writes in feedback book Engage in small talk with an Agent	User is asked to pick a quote of his/her choice	User is given back the DIY he/she made	User is taken to the Photo Booth	User is given Back his/her Phone User is asked to pay	User experience shared on Social media (Instagram) Receives a text to thank user and remind of payment if required	Home Remedies jar is Delivered Payment is collected	Feedback is taken on Home Remedies in person or on WhatsApp
Thoughts & Feelings (Customer)	Wants to connect with Nature, Seeking peace of mind, Looking forward to spend time away from mundane routine Ready for the journey	Excitement, looking forward to the trees & toes journey	Understanding, realization, happy, seeking something	Sure of wants he/she wants, takes help of agent on what to choose	Calmly looking forward to an enriching journey	Understanding, calmly listens novelty	Feeling guided, looking forward	Calmness, Beauty, Peace, Fresh	Refreshed, Happy, Smiling, Calm	Explorative, Looking for new things in nature	Energetic, Excited yet calm	Uncertainty, Using senses, guided, using observation skills, fun, excited, want more, engaging	Explorative, Creative, Guided, fun activity, engrossed, engaged	Feeling sense of accomplishment		Informative, understanding benefits, agreeing	Revelation, tastes good	Revelation, tastes good	wants to choose a healthy lifestyle, Happy with the information, finds usefulness	seeking some alone time, seeking a the beauty of nature, thoughtful	happy, thankful	Informative	Informative, wow moment, Importance of nature, learning something new	Informed, Content	Relaxed, Calm, Connected, Enriched	Critical, Appreciative	Inspired, Enriched	Thankful, Connected, sense of Belonging	Excited, sense of Belonging		Feeling acknowledged, happy	Happy, wants to try it out	Critical, Thankful, Love
Thoughts & Feelings (Service Provider)	looking forward to Serve Anticipation	Happy face	Making user understand the need	Helping user to choose	Gearing up for next set of activities	to inform and make comfortable	Supportive		Happy face, Looking for feedback, Reading expression of user	Guiding, having small talks	smiling, informing	Guiding, making user use his/her creativity, safety, fun, comfortable, talking	Guiding, Giving comfort, small talks, full attention towards the user, calming, ensure that the user is comfortable, managing between multiple users	Smiling and Appreciating	Welcoming, informing	informing	Guiding	Guiding	Trying to sell the product	informing, Guiding, explaining to fill questions in Wanderer Guide Book	happy, thankful	Calmness, enthusiastic	occasionally keeping eye on user	Smiling, looking for feedback	Looking for feedback	Calmness, looking for next user, co-ordinating with other agents	enthusiasm, smiling, giving hope	Smiling	Contentment, Smiling, Serving		Happy Serving	Happy to Serve	Looking for Feedback to work on it
Touchpoints	Poster, Welcome easel, Invitation Card, word of mouth Phone, WhatsApp	Welcome Board, Agent Freshness in Morning Air	Agent, Information	Agent	Explorer Batch, Explorer Guide, Agent	Agent, Soulmee, Plants around soulmee, Water Bowl, Trees, Greenery	Agent, Soulmee, Soil	Greenery, Animals, birds, Pebble stones, falling stuff, Fresh air, notepad, Quotes, Soulmee	Soil, Agent, Explorer Guide Book	Nature, Woods, Flowers, Plants, Twigs, Agent, Paper Bag	Agent, DIY information Easel	Agent, cloth to blindfold, 2 objects to sense, 3 boxes	Agent, Thread, cutter, punching machine, Easel, natural objects collected, twigs, paper, examples of DIY, paper bag	Completed DIY	Herns and herbs easel/info board	Agent	Home Remedy 1 jar, ice cream sticks to taste, Tissue, Dustbin, Agent	Home Remedy 2 jar, ice cream sticks to taste, Tissue, Dustbin, Agent	Agent	Wanderer Guide Book, Wanderer Sheets, Agent, Nature, Sitting mat, Water Bottle, glass, Fruits basket, study desk Sunrise, sunset, sky, trees, greenery, birds	Wanderer Guide Book	Muse easel/information board	Exhibition, Nature Sindura Plant	Agent	Agent, sitting area, under trees, water, Glass, Nature	Agent, Feedback book, Explorer Guide Book, Feedback Form, Emoji Sticker	Agents, Quote, Small Easel	Agents, DIY	Photo Booth, DIY, Quote with Easel, Agent	Agent, Phone, cash	Instagram	Agent, Home remedy with jar and logo	Agent, WhatsApp

Happy | Neutral | Frustrated | Sad | Frustrated | Confused