

Journey Steps	Discovery	Analysis	Prediction	Output
Actions	<div>Users discovers our website</div>	<div>Required details are given as input</div> <div>The trained model analyses the input taken from the user</div>	<div>The model is trained using different algorithms</div> <div>The accuracy of each model is taken and compared</div> <div>The highest accuracy model is taken into consideration</div> <div>Based on the input, the output is predicted</div>	<div>The user input is processed and sent to the model for prediction of the results</div> <div>The results obtained will be displayed on the screen as loan approved or not</div>
Needs and Pains	<div>Problem to work with website</div> <div>To know the possibility</div>	<div>Data cleaning and transformation</div> <div>To choose the best model</div> <div>To find the high accurate model</div>	<div>Time taken to obtain results</div> <div>customer needs to find out the website that results in correct prediction</div>	<div>The predicted result must be in relatively with the actual possibility</div> <div>Must be trustworthy</div>
Touchpoint	<div>The user identifies the website</div>	<div>The user enters the required details</div>	<div>The user clicks on the predict button</div> <div>The user will be moved to the results page</div>	<div>The user is directed to the pages based on the obtained results</div> <div>A single line result saying whether the loan is approved or not</div>
Customer Feeling	<div>🧑💻</div>	<div>🤔</div>	<div>🔍</div>	<div>🎉</div>
Opportunities	<div>Easy availability to predict the results</div>	<div>Enter the details accurately in the specified format</div>	<div>Low latency</div>	<div>The results must be accurate</div> <div>False prediction leads to develop false hope</div>