




# Project Design Phase-II

## Customer Journey Map

Date	03 October 2022
Project Name	Project - Car Resale value Prediction
Maximum Marks	4 Marks

<div>SCENARIO</div> <div>Predicting the price of a resale car</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Browse Cars</div><div>Customer who added cars can browse here</div></div> <div><div>Add Cars</div><div>Customer can add details about a car they need to predict</div></div> <div><div>Predicted value of car</div><div>The customer can predict the resale value for the car they added previously</div></div>	<div><div>Home Page</div><div>Homepage displays the details about the model and process.</div></div> <div><div>Login/Register Page</div><div>The users can provide credentials for login or register</div></div> <div><div>AddCar page</div><div>It has button to create new car details</div></div> <div><div>CarList Page</div><div>Display all the cars that user have add and has a button to predict resale value</div></div> <div><div>Result Page</div><div>Shows the predicted resale value of the car</div></div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ <b>People:</b> Who do they see or talk to?</div><div>■ <b>Places:</b> Where are they?</div><div>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</div></div>	<div><div>Browse section of the web application</div></div> <div><div>Create section of the web application</div></div> <div><div>Result section of the web application</div></div>	<div><div>Home section of the web application</div></div> <div><div>Login section of the web application</div></div> <div><div>Create section of the web application</div></div> <div><div>Browse section of the web application</div></div> <div><div>Result section of the web application</div></div>
<div></div> <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>Help me find the reasonable price of my car</div></div> <div><div>Help me avoid getting cheated by under pricing my car</div></div>	<div><div>Help me feel confident about the reasonable price of the car</div></div> <div><div>Help me predict the resale value of the car with good precision</div></div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>It knowledgeable to learn prices of different car</div></div> <div><div>Its easy to manage different cars</div></div>	<div><div>Knowledge about cars</div></div> <div><div>The provided flow is very simple and minimum</div></div> <div><div>We have had feedbacks that adding cars and managing them is very helpful</div></div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>People often forget to fill the details of the cars which leads to poor prediction precision</div></div> <div><div>Many people expressed the specificity required by the application</div></div>	<div><div>More information required for better prediction</div></div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>Can we implement search cars based on price</div></div> <div><div>Can we set a price range and other attributes to find the correct car</div></div>	<div><div>Can we implement sign in with google</div></div>

 <h2>Engage</h2> <p>In the core moments in the process, what happens?</p>	 <h2>Exit</h2> <p>What do people typically experience as the process finishes?</p>	 <h2>Extend</h2> <p>What happens after the experience is over?</p>
<div data-bbox="181 455 284 518">Get the details of car</div> <div data-bbox="305 455 407 518">Predict the price of car</div> <div data-bbox="181 531 284 594">Get the details of the car to get resale value</div> <div data-bbox="305 531 407 594">After processing the input by certain algorithms, display the resale value</div>	<div data-bbox="673 455 776 518">Output</div> <div data-bbox="797 455 899 518">Log Out</div> <div data-bbox="673 531 776 594">Display the Predicted price to the user</div> <div data-bbox="797 531 899 594">The user can checkout of the page</div>	<div data-bbox="1068 455 1170 518">Review &amp; Rating</div> <div data-bbox="1192 455 1294 518">Personalized recommendations</div> <div data-bbox="1068 531 1170 594">It prompts a box asking for rating and review of the application</div> <div data-bbox="1192 531 1294 594">Display the best car based on the price and model</div>
<div data-bbox="181 695 284 758">This section contains a form to get the car details from a customer</div> <div data-bbox="305 695 407 758">Shows the predicted value of car based on the customer inputs by doing some computations</div>	<div data-bbox="673 684 776 747">Needs the features and details of the car entered by the user</div> <div data-bbox="797 684 899 747">User can quit the web application session</div>	<div data-bbox="1068 684 1170 747">Gets direct review and rating from the user</div> <div data-bbox="1192 684 1294 747">Compares the cars based on the price and model</div>
<div data-bbox="181 953 284 1016">Help me feel easy and comfortable to interact</div> <div data-bbox="305 953 407 1016">Helps me avoid unnecessary hassle</div>	<div data-bbox="673 945 776 1008">Help me to find the real value of the car respect to the features</div> <div data-bbox="797 945 899 1008">Helps me leave the app with good mind</div>	<div data-bbox="1068 945 1170 1008">Helps me have a general knowledge about car resale prices</div> <div data-bbox="1192 945 1294 1008">Helps me know what my cars are worth</div>
<div data-bbox="181 1194 284 1257">Our predictions tend to be so precise that they are used by most of the buyers and sellers</div> <div data-bbox="305 1194 407 1257">People love the simplicity of the app</div>	<div data-bbox="673 1186 776 1249">People will leave with their main aim of finding price achieved</div> <div data-bbox="797 1186 899 1249">People leave the app providing us positive feedback</div>	<div data-bbox="1068 1186 1170 1249">People can give suggestions to improvise the app</div> <div data-bbox="1192 1186 1294 1249">People leave the app knowing their cars resale value</div>
<div data-bbox="181 1373 284 1436">People find it hard to gather more specific information about the cars</div> <div data-bbox="305 1373 407 1436">Sometimes, the car value is under predicted that the users get doubts</div>	<div data-bbox="673 1373 776 1436">Sometimes, results may be inaccurate if details are not entered properly</div> <div data-bbox="797 1373 899 1436">Most of the times people leave the website without providing feedback</div>	<div data-bbox="1068 1373 1170 1436">Sometimes customers get under priced value and leave bad comments</div>
<div data-bbox="181 1570 284 1633">can we make mobile apps</div> <div data-bbox="305 1570 407 1633">can we make the app more accessible</div> <div data-bbox="428 1570 531 1633">can we make the app SEO friendly</div>	<div data-bbox="673 1570 776 1633">How can we make sure that the result of the prediction can be used for further training</div> <div data-bbox="797 1570 899 1633">How to predict the price leaving the irrelevant or wrong data</div>	<div data-bbox="1068 1570 1170 1633">How can we further improve the accuracy of the model</div> <div data-bbox="1192 1570 1294 1633">How can we analyze the customer satisfaction and improvise</div> <div data-bbox="1315 1570 1417 1633">How can we make sure that feedbacks are essential for the quality of the app</div>