Car Resale value Prediction

Customer Journey Map

TEAM ID: PNT2022TMID10308

| SCENARIOS Filling the fields, Processing the data, and showing the resale price, comparing the price | 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? |
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| Steps What does the person (or group) typically experience? | A source to view the price of the second hand cars Validation of the prices quoted by the person who is leasing a car | They can analyse their own vehical price | why it takes this much of time Friendly price accuretly | They feel comparsion of prices Cool experience with the interface | Using application Suggest to their firends they want |
| 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? | This aaplication shows the accrate value This save more time | People can interact with the user interface Lot of Input fields | It's update automatically People can access it anywhere The Physical object is Car Registeration number | Is it accurate price? Trustworthy or not Feedback? | Convenient Usage Is it need network? |
| Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid") | Is it Free? Help me to avoid unwanted fields | Help me to fill the fields we don't want to upload the photo of car | Find the Accurate Price Bargaining the price Fear of Information leak | They experience the actual amount of the car They feel we won't be scammed car easily They can buy an second hand car easily | Can i give feedback? i need more price comparsion |
| Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | The user interface is very simple Easy to access | Easy User Cool Background | Choosing the Car for their convenient price They got various comparsion of cars price | They know the worth of the car They can check any car They suggest to their friends | Worthable Application My time is saved |
| Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | Quotation of the prediction car value might not be always as expected Entering every data might be considered to be time consuming | It need all fields to be filled Less Comparsion | Each and every field keep up with industry of data mandatory Difficult to keep up with industry of data | Next time it update or not Need to fill Lack of trustworthy | I cannot see the car physically I cannot do test drive |
| Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? | Train the model Fast result perfectly | Reducing some input fields improve the process and accurate | Processing of data should be fast More Comparsion option Reducing the input fields | Update automatically Simple Interface Reduce the memory | 3D Appraoch Video of car |