Project Design Phase-II

Customer Journey

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Team ID	PNT2022TMID21644
Project Name	Crude Oil Price Prediction

Customer Journey:

Phases — High-level steps your user needs to accomplish from start to finish	WHETHER THIS APPLICATION IS SUITABLE FOR ME	WILL THE PRODUCT BE ABLE TO SATISFY CUSTOMER	WILL THE PRODUCT BE USER-FRIENDLY	IS IT SECURE TO USE THIS PRODUCT
Steps — Detailed actions your user has to perform	LOGIN TO USE THE FEATURES	FEEDBACK & REVIEW TO KNOW THE QUALITY OF THE PRODUCT	WILL THE PRODUCT PREDICTS THE ACCURATE PRICE	SURFING OVER THE WEB TO GET RESULT
Feelings — What your user might be thinking and feeling at the moment	EAGER TO KNOW THE FUTURE PRICE OF CRUDE OIL	JUST A TRY FROM SUGGESTIONS	CONTENT TO SEE THE PREDICTED RESULT	FAST AND ACCURATE PREDICTION
	PRIVACY OF USER DATA	IS THE RESULT ACCURATE?	IS THE SYSTEM REALLY WORKING FINE?	SECURITY ABOUT THE DATA
Pain points — Problems your user runs into	SUSPICIOUS ABOUT THE APPLICATION	WASTE OF TIME / MONEY	PRODCUCT DIDN'T REACH CUSTOMER SATISFACTION	CHANCE TO LOSE HOPE ON THE SYSTEM
Opportunities — Potential improvements or enhancements to the experience	EXPLORING THE SYSTEM	EXPERIENCING A NEW PRODUCT	GAINED HUGE PROFIT IN CRUDE OIL	REGULAR UPDATES FOR DATA SECURITY & PRIVACY