

## PROJECT DESIGN PASE II--CUSTOMER JOURNEY

Date of submission	21-10-2022
Project ID	PNT2022TMID25899
Project name	DemandEst - AI powered Food Demand Forecaster

Stage	Awareness	Consideration	Website Search	Order and Waiting	Receiving	Consuming	Loyalty
Customer Actions	Plans to Order Out	User looks through the food choice	Browses the entire menu and place the Order	Search for the website that promise delivery under 30mins	Goes to collect the order food	Unpack the items and enjoy the food	Order again and share the Experience
Thoughts	Recommendation from friends, post on social media,ads in app Store	The App	Food will be Delivered at home	Does not want to wait for more than Expected time	Hope food has excellent Quantity	Love the amount and taste	User Finds the App
Customer Experience	Interested , Hesitant	Curious , Excited	Interested in exploring Wide food items	Anticipatory Rush	Excited and Angry	Frustrated	Satisfied , Excited