## **PROJECT DESIGN PHASE - II**

## **Customer / User journey Map**

Date	14 October 2022
Team ID	PNT2022TMID52696
Project Name	Car Resale Value Prediction

Narrow your focus to a specific scenario or process within an existing product or service. In the Steps row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Please find below the customer experience journey map.



## Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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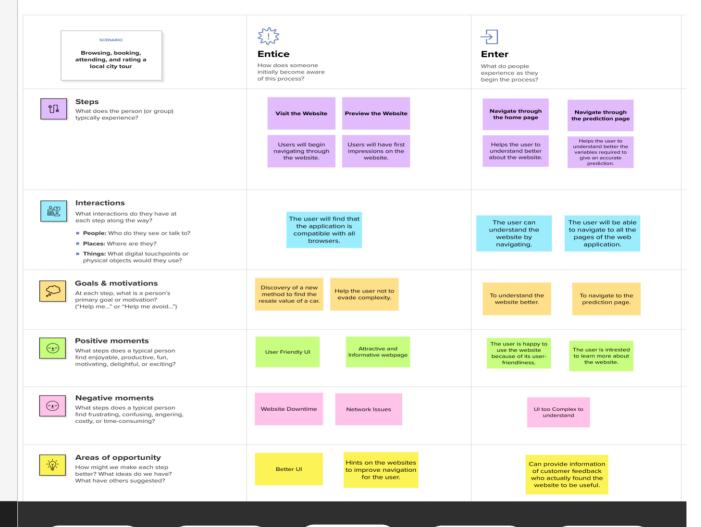


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## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.





inspiration?
See a finished version of this template to kickstart your work.

Need some









TIP

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

0 (L) Engage Exit Extend In the core moments What do people What happens after the in the process, what happens? typically experience as the process finishes? experience is over? Get Accustomed to the Prediction Page Begin the prediction **Prediction Output** Feedback Provision Contact User Feedback process Users will get an idea of what to provide to the application ot get a result. The user will get a The user can use the required attributes and begin the prediction output if they have entered details correctly. The user can provide feedback on the The user can find the feedback section. contact details if they face any technical prediction process. experience. issues The user can The user can enter The user can click the navigate around the The user can view The user can enter The user can redo the required predict button to get The user can exit the the results. their feedback. the prediction. website. variables results application Help me understand Help me avoid Help me understand Help others by the requirements for providing inaccurate providing your feedback. accustomed to the why the results are the prediction. details. accurate. process. The user is able to go The user is satisfied with the value predicted by the The user successfully The user is waiting for the prediction The user sells/buys the car at the The user provides along with the process. ed the required his/her feedback in the webpage. attributes. after successful input predicated price. User doesn't Worried about User unable to gather Unsatisfied or The user may switch understand how to adequate attributes whether the website Unconvinced about to a different website navigate within the for a succesfull can provide the results of the or just approach a website. predication accurate results. prediction. dealership. Instructions can be Show graphical statistics to understand the user Gain trust by making Provide Visual provided in multiple previous users give Instructions. why the predicted result languages. feedback is accurate.