Scenario Estimating the resale value of a car	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?
Steps What does the person (or group) typically experience?	Customer with a choice of buying a car  Customer gets to know about the website  Customer gets into the website	On redirected website is asked to login in  On successful login, customer is asked for what they have entered the website  Customer provides their requirement	Customer is asked to enter the necessary information about the car.  The estimated resale value is displayed	Customer gets the resale value of the car at the end of the prediction	The Customer is satisfied after using the product
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?	Customer interacts with the system  Browser and internet is required	Car resale value prediction website	Being a website, it can be accessed by anyone world wide	Necessary details of the car is asked by the website	The customer gets the approximate resale value of the car
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	To avoid theft of customer information a password is set  To get the appropriate resale value of the car, information about the car is collected	To increase privacy and reduce data theft	To know the website is legitimate or not	Customer gets a resale value as per the current market trends	Get clarified about the cars
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Customer gets more comparision options	Customer can get the result quickly	Satisfied on knowing the accurate price of the used car	Only necessary details are required	No intervention of Ads and quick response from the server
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Being a manual process, user have to check the car for unknow information asked int the website	Consumes a little time to gather the details about the car	Little time consuming to calculate the result	Being a manual process, user have to think a lot to enter the required information	Customer gets to know the resale value of their car
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	Detecting all of the physical attributes of the car to estimate a more accurate price	Automating some essential information	Using the most efficient Algorithm to produce faster and accurate results	Giving the most approximate resale value	Customer is happy with the displayed result by the algorithm