Project Design Phase-II

Customer Journey

Date	14 OCTOBER 2022
Team ID	PNT2022TMID52793
Project Name	Crude Oil Price Prediction

Customer Journey:

Scope and goal	A user journey map for customers who are looking for the expected crude oil price			
Phases	Whether this application is suitable	Will end product satisfy customer	Will product be user friendly	Will the product be secure
Steps	Login to use the features	Feedback and review to know the quality of product	Prediction of accurate price of the model created	Surfing over the internet to get the results
Feelings	Beneficial to know the future price of crude oil Not sure if the users will like the model	Taking the needs of the customers into consideration Users are not sure whether the results obtained are accurate or not	User friendly product gives more interaction with users which develops the product Is the model working in the way it was expected to ?	Fast and accurate prediction Privacy of the user has to be developed
Pain Points	Suspicious about application	Time and money can be managed	Product didn't reach the customer satisfaction	Losing hope on the model created
Opportunities	Explore the system	Experience of using a new product	Gained huge profit in crude oil market	Regular updates on data security and privacy

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