












Project Design Phase-II

Customer Journey Map

Date	20 October 2022
Team ID	PNT2022TMID35029
Project Name	Project - Car Resale value Prediction
Maximum Marks	4 Marks

<div>SCENARIO</div> <div>Predicting the price of a resale car</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Browse Cars</div><div>Customer who added cars can browse here</div></div> <div><div>Add Cars</div><div>Customer can add details about a car they need to predict</div></div> <div><div>Predicted value of car</div><div>The customer can predict the resale value for the car they added previously</div></div>	<div><div>Home Page</div><div>Homepage displays the details about the model and process.</div></div> <div><div>Login/Register Page</div><div>The users can provide credentials for login or register</div></div> <div><div>AddCar page</div><div>It has button to create new car details</div></div> <div><div>CarList Page</div><div>Display all the cars that user have add and has a button to predict resale value</div></div> <div><div>Result Page</div><div>Shows the predicted resale value of the car</div></div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div>Browse section of the web application</div></div> <div><div>Create section of the web application</div></div> <div><div>Result section of the web application</div></div>	<div><div>Home section of the web application</div></div> <div><div>Login section of the web application</div></div> <div><div>Create section of the web application</div></div> <div><div>Browse section of the web application</div></div> <div><div>Result section of the web application</div></div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>Help me find the reasonable price of my car</div></div> <div><div>Help me avoid getting cheated by under pricing my car</div></div>	<div><div>Help me feel confident about the reasonable price of the car</div></div> <div><div>Help me predict the resale value of the car with good precision</div></div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>It knowledgeable to learn prices of different car</div></div> <div><div>Its easy to manage different cars</div></div>	<div><div>Knowledge about cars</div></div> <div><div>The provided flow is very simple and minimum</div></div> <div><div>We have had feedbacks that adding cars and managing them is very helpful</div></div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>People often forget to fill the details of the cars which leads to poor prediction precision</div></div> <div><div>Many people expressed the specificity required by the application</div></div>	<div><div>More information required for better prediction</div></div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>Can we implement search cars based on price</div></div> <div><div>Can we set a price range and other attributes to find the correct car</div></div>	<div><div>Can we implement sign in with google</div></div>

 <h2>Engage</h2> <p>In the core moments in the process, what happens?</p>	 <h2>Exit</h2> <p>What do people typically experience as the process finishes?</p>	 <h2>Extend</h2> <p>What happens after the experience is over?</p>
<div>Get the details of car</div> <div>Predict the price of car</div> <div>Get the details of the car to get resale value</div> <div>After processing the input by certain algorithms, display the resale value</div>	<div>Output</div> <div>Log Out</div> <div>Display the Predicted price to the user</div> <div>The user can checkout of the page</div>	<div>Review & Rating</div> <div>Personalized recommendations</div> <div>It prompts a box asking for rating and review of the application</div> <div>Display the best car based on the price and model</div>
<div>This section contains a form to get the car details from a customer</div> <div>Shows the predicted value of car based on the customer inputs by doing some computations</div>	<div>Needs the features and details of the car entered by the user</div> <div>User can quit the web application session</div>	<div>Gets direct review and rating from the user</div> <div>Compares the cars based on the price and model</div>
<div>Help me feel easy and comfortable to interact</div> <div>Helps me avoid unnecessary hassle</div>	<div>Help me to find the real value of the car respect to the features</div> <div>Helps me leave the app with good mind</div>	<div>Helps me have a general knowledge about car resale prices</div> <div>Helps me know what my cars are worth</div>
<div>Our predictions tend to be so precise that they are used by most of the buyers and sellers</div> <div>People love the simplicity of the app</div>	<div>People will leave with their main aim of finding price achieved</div> <div>People leave the app providing us positive feedback</div>	<div>People can give suggestions to improvise the app</div> <div>People leave the app knowing their cars resale value</div>
<div>People find it hard to gather more specific information about the cars</div> <div>Sometimes, the car value is under predicted that the users get doubts</div>	<div>Sometimes, results may be inaccurate if details are not entered properly</div> <div>Most of the times people leave the website without providing feedback</div>	<div>Sometimes customers get under priced value and leave bad comments</div>
<div>can we make mobile apps</div> <div>can we make the app more accessible</div> <div>can we make the app SEO friendly</div>	<div>How can we make sure that the result of the prediction can be used for further training</div> <div>How to predict the price leaving the irrelevant or wrong data</div>	<div>How can we further improve the accuracy of the model</div> <div>How can we analyze the customer satisfaction and improvise</div> <div>How can we make sure that feedbacks are essential for the quality of the app</div>