

Project Design Phase-II

Customer/User Journey Map

Date	03 October 2022
Team ID	PNT2022TMID22035
Project Name	Project - Car Resale value Prediction
Maximum Marks	

User journey

by the Design Team of Accenture Interactive NL

People 2-9
 Time 30 min
 Difficulty Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. ^{1,2}

Phases	Registering and logging into the website	Search the desired used car	Predicting the value for used cars	Result
Steps	Enter into the website Do registration in the website, if you are a new user If you are an existing user, the do login	Store the user entered data Find the factors for predicting the price Search for the car	Check the user entered details with trained model Analyse the user input and predict the value	Get the result Accurate value User friendly websites
Feelings	<div> Registration is free Easy to use Customer support </div> <div> Internet connection Thinks whether the website is trusted or not </div>	<div> There are plenty of cars to choose </div> <div> Thinks if website compares all factor for predicting the resale value </div>	<div> Gives accurate result Trust the result </div> <div> worried if the predicted value is not as expected </div>	<div> User is Happy Saves time </div> <div> Stressed </div>
Pain points	Network issues Is it a best way for predicting	Will the search result be worth for money	Fear about the prediction	Feels bad when predicted value is not as expected
Opportunities	Website can be enhanced for visually challenged people	Can provide more choices for the user	Can provide suggestions by comparing similar price of cars	Gifts for referrals

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