

PROJECT DESIGN PHASE – II

Customer /User journey Map

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|--------------|-----------------------------|
| Date | 14 October 2022 |
| Team ID | PNT2022TMID23585 |
| Project Name | Car Resale Value Prediction |

| SCENARIO | Entice | Enter | Engage | Exit | Extend |
|---|--|---|--|--|--|
| BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR | How does someone initially become aware of this process? | What do people experience as they begin the process? | In the core moments in the process, what happens? | What do people typically experience as the process finishes? | What happens after the experience is over? |
| Steps | <div> <div>Visit the website</div> <div>User will be able to know the details about this website</div> </div> <div> <div>Preview the website</div> <div>User will be able to know the resale value of the website</div> </div> | <div> <div>Traverse home page</div> <div>This page enables the user to know about the details of the car</div> </div> <div> <div>Traverse the prediction page</div> <div>This page enables the user to know about the details of the car</div> </div> | <div> <div>Enter the prediction page</div> <div>On the prediction page, the user will be able to know the details of the car</div> </div> <div> <div>Prediction</div> <div>On the prediction page, the user will be able to know the details of the car</div> </div> | <div> <div>Output</div> <div>Once the user clicks on the prediction button, the user will be able to know the details of the car</div> </div> <div> <div>Result interface</div> <div>The user will be able to know the details of the car</div> </div> | <div> <div>Contact page</div> <div>The user will be able to know the details of the car</div> </div> <div> <div>Customer review</div> <div>The user will be able to know the details of the car</div> </div> |
| Interactions | <div>The user will find the website working at any browser.</div> <div>The user will find the website working at iOS, Android mobile.</div> | <div>The user will find the home page of the site at any browser in the website.</div> <div>The user will be able to navigate through all the pages of the site at any browser.</div> | <div>The user will be able to find the prediction page.</div> <div>The user will be able to find the result page.</div> | <div>The user will be able to find the customer support page at the end of prediction.</div> <div>The user will be able to find the review at the end of the website.</div> | <div>The user will be able to find the customer support page at the end of prediction.</div> <div>The user will be able to find the review at the end of the website.</div> |
| Goals & motivations | <div>Helps to find the website</div> <div>Helps to find the website to know the resale value of the car</div> | <div>Helps to find the details of the website</div> <div>Helps to find the home page</div> | <div>Helps to find the prediction page</div> <div>Helps to know about the price of the resale value of the car</div> | <div>Helps to get more details about this domain</div> <div>User will find more details about the website and the way to sell the car</div> | <div>The user will be able to give reviews regarding the website details</div> <div>Reviews of the user will be helpful in improving the website.</div> |
| Positive moments | <div>Website looks attractive and very informative</div> <div>The user finds very informative details about the website</div> | <div>The user will be excited to traverse through the website</div> <div>The user finds the prediction page to know the resale value of the car</div> | <div>The user finds the predicted value of the car to be resale</div> <div>The user finds the result page which gives the predicted value</div> | <div>The user could get support from the contact page</div> <div>The user finds the predicted value of the car to be resale</div> | <div>The reviews from the user will give useful insights in improving the site</div> <div>The user could get support from the contact page</div> |
| | <div>[Description of a negative moment]</div> | | | | |
| | <div>[Idea]</div> <div>[Idea]</div> | | | | |