Vehicle Performance Analyser

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?

Entice

- Communication among group of vehicle Manufacturers.
  - Most customers discover about this application while hearing the success stories of optimized vehicle
- Use application
  - A customer navigates to the Performance Analysis part of our app.
- Type in the evaluation metrics of a vehicle like no of engine etc...
  - The customer types in the values such as horse power,no. of engines to predict the mpg of vehicle.
- Browse available solutions to optimize performance of a vehicle
  - The customer sees available solutions that would genuinely optimize the performance of vehicle.
- View detail on the application.
  - After entering into the details required the customer would then receive the predicted mpg value for the vehicle.

Enter

- Start getting the data about the vehicle
  - After deciding to optimize the performance of the vehicle they start getting data of the vehicle.
- Click the Performance Analysis button
  - The internal details after clicking this such as model training and testing are hidden.
- View the mpg value predicted
  - They see a summary of mpg rate of the vehicle whose details were provided.

Engage

- Collect the data of the vehicle to be provided for analysis.
  - Using their own means the customer collects the required inputs to be provided for analysis.
- Experience a faster prediction.
  - On the click of a button the customer may arrive at the result he expected.

Exit

- Get the predicted value and look ways for optimizing
  - The customer receives the predicted value and optimize the performance of a vehicle.
- Prompt for review
  - One hour after the tour finishes, an in-app notification prompts the customer for a review
- Writing & submitting review
  - The user writes a review and gives the app a star-rating out of 5.

Extend

- Improvement of app after review
  - The app provider improves with suggestion provided.
- Share with other interested people
  - The user after their experience share it with their friends or other interested ones.

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?

Entice

- Performance analyzing section of the application.
- Mpg Prediction section of the application.
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- Mpg Prediction section of the application.
- Mpg Prediction section of the application.
  - Customer uses the application from his workplace/home.

Enter

- Performance analyzing section of the application.
- Last Section of Vehicle Performance Analyzer.
- Prediction display page.

Engage

- Test use of the application along with provider
- Direct interactions with the other car manufacturers and their customers
- The customer looks for the group or guide, often from a distance as they walk closer
- Sometimes interactions with app providers regarding usage
- Most common objects people interact with are vehicles(for data) and vehicle sellers,manufacturers

Exit

- Direct interactions with vehicle buyers.
- User's application
- "Leave a review" modal window within the profile on the application.
- At vehicle manufacturing place/selling place.
- To some degree, this is communicating indirectly with the app provider, who will see their review

Extend

- Post optimization of the app
- Completed experiences section of the app
- If other users interact with this person, they will get insight of the app.

Goals & motivations
At each step, what is a person's primary goal or motivation?
("Help me..." or "Help me avoid...")

Entice

- Help me get performance of a vehicle.
- Help me have more optimised version of a vehicle with received results.
- Help me get accurate performance measures of a vehicle.
- Help me see what are all the inputs for performance analysis.

Enter

- Help me get accurate performance measure for further optimisation.
- Help me feel confident that the predicted value is accurate.
- Help me feel confident that my input value was recognized and prediction displayed.

Exit

- Help me feel good about my decision to this application.
- Help me get satisfaction through the predicted results.

Extend

- Help me spread the word about a great experience on using this application
- Help me see what I could be doing next

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Entice

- It is good to look at vehicle pictures along with their predicted mpg.
- It's good to look at the prediction value generated automatically.

Enter

- Feels satisfied by viewing the history of previous accurate prediction.
- People love the application, we have a 98% satisfaction rating.

Exit

- Customer exit our application With satisfaction and their required values.

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Entice

- Customer feels frustrated as they have to manually enter the details of the vehicle.
- If a customer doesn't know the required value it can't be handled.

Enter

- This application works only when the mobile phone has network connection.
- This application requires a mobile phone.

Exit

- Customers report feeling review faigue.