CUSTOMER JOURNEY MAP

TEAM ID: PNT2022TMID09895

SCENARIOS Browsing, booking car, comparing car values with desired need(i.e engine used colour brand etc)	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?	Soorching for reador cer to buy User need to sealch for the source for the sourc	Browning about the car Comparing every cars to buy Like any or producted state of the cars to buy Like any or producted state of the cars to buy a second or the cars to buy a second or the cars and	Searching for the car While Searching, cours may find the care care the care care may find the care care the care care the care care care the care care care care care care care car	Exiting after booking the car User mit eagerly void for mit eagerly void for the control of the control many confusions	Using the car The user write hopey if the car if in pool condoor or else will worse about the car and a seathers
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?	In a transaction of eriton may be those of extremely his hope or an extremely his hope or an extremely his hope or an extremely extremel	the sequence of access to a contract of a contract of access to a contract of a contract of access to	The interaction is with the application to boy's car. 8. is an online interaction interaction. Phose, PC and browser.	Inherection may be with service center to track the booking details Online mode with using any smart devices	Internaction with applications in all the experience as fixed superice as fixed back. Online mode with any smart devices
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me choosing unauthorised unauthorised services and threads while buying cat.	Help me not to choose wrong option for the product about the purchase.	Help me to search based on brand, colour and features colour and features tables to the search the search search the search sear	Help me to track the detail about the process purchase	Help me to provide feedback
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Knowing about Good sustainer can service white checking about the source of car	Gotting others continue of the	Getting cars based on our wish Getting better adjustment of buy it wishe channing	Correct process of shipment white tracking Supportive custome service	Gerling Mill expende with the purchase
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Not getting proper reportes from Less rating for an customer service application.	Not getting proper octors show the Magniter of Magniter of Application	Getting repeated suppression and less colocities de less colocities de less colocities de les	Getting delay in delivery	Getting untuitlied feeling about the purchase
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Howing best Castiomer service Castiomer service Castiomer service Anner sang our product in cast of presents to make cast of presents to make cast of presents or tage and by some best of the richer.	Having good guidelines to users while using the appaication Collecting and providing proper and factoril details about the product	Getting more resident with proper cleaks and cleaks with proof thurrence.	Providing the correct cleans about the process with proof problems immediately	If auditions infilling air than this status status. If the status status status is tree size with endoughest the status status status status than status status status status which status status status status status which status status status status status status which status status status status status status status which status status status status status status status status which status status status status status status status status status status which status st