

PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	03 October 2022
Team ID	PNT2022TMID18719
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?
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>VISIT THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE RESALE OF THIS WEBSITE</div> <div>PREVIEW THE WEBSITE</div> <div>USER WILL BE ABLE TO PREVIEW THE RESALE OF THIS WEBSITE</div>	<div>TRAVERSE HOME PAGE</div> <div>THIS PAGE ENABLES THE USER TO KNOW ABOUT THE CAR</div> <div>TRAVERSE THE PREDICTION PAGE</div> <div>THE USER WILL BE ABLE TO PREVIEW THE RESALE VALUE OF THE CAR WITH THE PREDICTION OF THE CAR</div>	<div>ENTER THE PREDICTION PAGE</div> <div>IN THE CORE MOMENTS IN THE PROCESS, WHAT HAPPENS?</div> <div>PREDICTION</div> <div>ENTER THE PREDICTION PAGE</div>	<div>OUTPUT</div> <div>ONCE THE PREDICTION IS DONE, THE USER WILL BE ABLE TO KNOW THE RESALE OF THE CAR</div> <div>RESULT INTERFACE</div> <div>THE USER WILL BE ABLE TO KNOW THE RESALE OF THE CAR WITH THE PREDICTION OF THE CAR</div>	<div>CONTACT PAGE</div> <div>THE USER WILL BE ABLE TO KNOW THE RESALE OF THE CAR WITH THE PREDICTION OF THE CAR</div> <div>CUSTOMER REVIEW</div> <div>THE USER WILL BE ABLE TO KNOW THE RESALE OF THE CAR WITH THE PREDICTION OF THE CAR</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>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>
<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>HELPS TO FIND THE WEBSITE</div> <div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</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>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FIND VERY INFORMATIVE DETAILS ABOUT THE WEBSITE</div>	<div>THE USER WILL BE ABLE TO NAVIGATE THROUGH THE WEBSITE</div> <div>THE USER WILL BE ABLE TO NAVIGATE THROUGH THE WEBSITE</div>	<div>THE USER FINDS THE PREDICTION PAGE WHICH GIVES THE PREDICTION OF THE CAR TO BE RESALED</div> <div>THE USER FINDS THE RESULT PAGE WHICH GIVES THE PREDICTION OF THE CAR TO BE RESALED</div>	<div>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</div> <div>THE USER FINDS THE PREDICTION PAGE WHICH GIVES THE PREDICTION OF THE CAR TO BE RESALED</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>				