PHASE II

DATE	10 SEPTEMBER 2022
TEAM ID	PNT2022TMID25501
PROJECT NAME	WEB PHISHING DETECTION
MAXIMUM MARKS	4 MARKS

CUSTOMER JOURNEY:

Phases	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
Activities Performed	Installing Software/ Application	Enter the IP Address	Customer Upload's Authentication data	Check Customer Authorized Person or Not	Result/ Predict Or Not predict	Data secured
Emotions	Happy and Excited	Happy as Customer Interaction	Worried for uploading the correct data	Waiting for confirmation	Happy to see better result based on provided data	Happy to see data's are Secured
Overall Experiences	Good	Good	Very Good	Excellent	Excellent	Excellent
Customer Exceptations	Easy to access	Easy to use	Easy to upload data	Quick checking	Provide correct data	Data's are secured