

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.



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begin the process?

ANN has gained much







Exit What do people typically experience as the process finishes?



What does the person (or group)

to trigger and show some interesting information and trend for this crude oil price and together will result to abetter prospect for crude oil price prediction in the future.

Oil prices have tumbled over the

last two months, with brent and

down more than 20%since june.

WTI crude

This work in progress is expected

capability to make prediction.

attention for its computational intelligence approach and its

possible events that affecting the crude oil market. These events are extracted via internet and internal fle system using the rough-set refned text mining approach.

Analysts are divded about whats next with

others expecting the falls to continue.

The model input variables used are all

presented in Table II. Result from this learning module will be the input for predicting module in the next section.

Due to strong chain effects

market, any changes in the

exclusive impact to the price.

factors involved will have

owned by this crude oil

The inputs for this training are

good indicator and useful for practitioners to hedge their trading risk on crude oil market. The empirical result based on this simulation is discussed in the next section.

Among te research

model ued are singles

intellingence(Al) model

model single artifcial.

statistical and econometric

This performance metric is a

each step along the way?

- . Things: What digital touchpoints or physical objects would they use?

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

To ensure effective administration of the subsidy schemes notifed by the government.

oil exploration takes times.

To prepare periodic reports on various aspects of oil and gas sector.

It can produce a large amount of

The three Rs help explain why:

recession fears , resilient

Russian production, and

retreating demand.

To reduce our nations dependance on foreign oil by otherwise lost hydrocarbon.

some predicting a rebound and

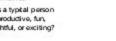
Its technology and infrastructure are already in place.

In this study, machine learning and computational intelligence approach through HC and ANN-Q model is applied to predict the monthly WTI crude

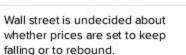
oil price for every barrel in

Quite efficient energy source.

find enjoyable, productive, fun, motivating, delightful, or exciting?



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



Depend on other nation.

energy.

oil energy produces toxic gases.

Easy to transport through pipeline.

Target for terrorists.

Storage of oil is easy.

oil is nonrenewable.

USD.



How might we make each step better? What ideas do we have? What have others suggested?

Crude oil price market prediction is known for its obscurity and complexity.

on globel demand cooling prices.

Some analysts say the strength of the dollar has also weighed round than anticipated.

Thats meant there is been more oil to go

However the expexted drop in russian production is yet to meterialized.

A less remarked upon factor is that russian production has stayed stronger than analyts expected.