

PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	20 October 2022
TeamID	PNT2022TMID14010
ProjectName	CarResale Value Prediction

SCENARIO BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR	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?	<div>VISIT THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE RESALE VALUE OF THE WEBSITE</div> <div>PREVIEW THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE ENTRY OF THE WEBSITE</div>	<div>TRAVERSE HOME PAGE</div> <div>THIS PAGE ENDS AS THE USER TO KNOW ABOUT THE COMPANY AND THE DETAILS OF THE CAR</div> <div>TRAVERSE THE PREDICTION PAGE</div> <div>THIS PAGE ENDS AS THE USER TO KNOW ABOUT THE COMPANY AND THE DETAILS OF THE CAR</div>	<div>ENTER THE PREDICTION PAGE</div> <div>IN THE CAR, THE USER WILL BE ABLE TO KNOW THE DETAILS OF THE CAR</div> <div>PREDICTION</div> <div>ENTER THE PREDICTION PAGE</div>	<div>OUTPUT</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILS OF THE CAR</div> <div>RESULT INTERFACE</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILS OF THE CAR</div>	<div>CONTACT PAGE</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILS OF THE CAR</div> <div>CUSTOMER REVIEW</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILS OF THE CAR</div>
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?	<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>
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>HELPS TO FIND THE WEBSITE</div> <div>HELPS TO FIND THE NEW WAY OF GETTING TO KNOW THE RESALE VALUE OF THE CAR</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 THE WEBSITE</div> <div>USER WILL FIND MORE DETAILS ABOUT THE WEBSITE AND THE WAY TO BUY 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>
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FINDS VERY INFORMATIVE DETAILS ABOUT THE WEBSITE</div>	<div>THE USER WILL BE EXCITED TO TRAVERSE THROUGH THE WEBSITE</div> <div>THE USER FINDS THE WEBSITE VERY INFORMATIVE AND HELPFUL IN IMPROVING THE WEBSITE</div>	<div>THE USER FINDS THE PREDICTION PAGE VERY HELPFUL IN IMPROVING THE WEBSITE</div> <div>THE USER FINDS THE PREDICTION PAGE VERY HELPFUL IN IMPROVING THE WEBSITE</div>	<div>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</div> <div>THE USER FINDS THE PREDICTION PAGE VERY HELPFUL IN IMPROVING THE WEBSITE</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>				