

	Entice	Enter	Engage	Exit	Extend
Steps	<p>Customer interested to buy car</p> <p>Customer surfs regarding their websites</p> <p>Research work on resale website Get to know about customer feedback</p>	<p>Customer is redirected to the home page after successful login</p> <p>Customer login or sign in</p> <p>Customer provided with various functional operations in webpage</p>	<p>Customer enter the required details of their car to get resale quotation.</p> <p>After processed by algorithm the respective resale value is displayed</p>	<p>At the end of the process customer gets the resale value</p>	<p>Customer satisfaction</p>
Interactions	<p>Human Computer Interaction</p> <p>Internet service is required</p>	<p>Customer can view car resale value prediction website</p>	<p>Easy website accessibility</p>	<p>Website can be easily accessible</p>	<p>Approximate resale value is obtained</p>
Goals and motivation	<p>To avoid misusage of information</p> <p>To obtain approximate resale value of the car</p>	<p>To prevent loss of data</p>	<p>To know the website is legitimate or not</p>	<p>Clarification on cars</p>	<p>Customer pays for the worth of car</p>
Positive moments	<p>To compare various models of car</p>	<p>Customer gets the result immediately</p>	<p>Satisfaction on getting the accurate price of the car</p>	<p>Unnecessary details get avoided</p>	<p>No interference of any agencies and third party</p>

CUSTOMER EXPERIENCE JOURNEY MAP

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Negative moments	user has to enter require fields since it is manual process	Time complexity may occur	Time consumption is less	Manual entering of data	It does not provides any opportunities to sell the car instead allows only to get information about it
Areas of opportunity	To detect price of the car using this product	Automated Information for the user	using fastest algorithm to fetch result	Providing the most approximate resale value	