

Customer Journey Map

Crude Oil Price Prediction

Team ID: PNT2022TMID10046

Project Name: Project – Crude Oil Price Prediction

Predicting the Future Crude Oil Prices	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 happen experience is	
Steps What does the person (or group) typically experience?	The User enters into the webpage for predicting the crude oil prices Then the user sees an introduction to the project Then the user clicks on the Predict Prices Button Then the user gives first 10 days crude oil prices and clicks on predict the price for next day The introduction page shows information related to the project Then the user clicks on the Predict button to predict the price for next day Then the predict crude oil prices webpage opens up	User goes to the website Read about the developed system Then the user clicks on the Predict Prices Button and gives the previous 10 days data The introduction page shows information related to the project Then the predict crude oil prices webpage opens up and predicts the next day value	User need to enter previous data Then clicks on predict button The predicted price is shown to the user At backend the trained model predicts the prices The predicted price is shown in the webpage	The user can leave the web page after predicting the crude oil prices The user can leave the web page after predicting the crude oil prices	Users can again login to the system and see the prediction Users can again login to the system and see the prediction
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?	Crude Oil Price Prediction website The website prompts to enter the 10 days prices and then predicts the next day price	Crude Oil Price Prediction website Crude Oil Price Prediction website Crude Oil Price Prediction website Prediction website	Users interact with predicting the crude oil prices webpage The model uses RNN and LSTM to predict the future crude oil prices Users interact with user friendly Web UI user friendly Web UI	The website prompts to enter the 10 days prices and then predicts the next day price The model uses RNN and LSTM to predict the future crude oil prices Crude Oil Price Prediction website	Crude Oil Price Prediction website
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me to see the correct predicted price Help me avoid see the inaccurate prediction Help me to predict the prices with ease of access and user friendly web UI Help me to predict the prices with ease of access and user friendly web UI	Help me to make sure I do not get the not accurate predicted prices Help me to predict the prices with ease of access and user friendly web UI Help me to access the web UI to predict the crude oil prices	Help me feel confident with the percentage of accuracy for the predicted prices Help me feel confident with the percentage of accuracy for the predicted price Help me to access the web UI to predict the crude oil prices	Help me to make sure I do not get the not accurate predicted prices predicted prices Triendly web UI Help me to predict the prices with ease of access and user friendly web UI Help me to access the web UI to predict the crude oil prices	Help me to access the web UI to predict the crude oil prices
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It is very exciting to see the accurate crude oil price prediction It is very exciting and useful to use the Web UI with ease of use	Gives us the best predicted values Most of the users tell the prediction is good	Most of the users tell the prediction is good	Users leave the website with accurately predicted crude oil prices values	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Users sometime do not have the previous 10 days data Users may lack the availability of devices	Users sometime do not have the previous 10 days data Users may lack the availability of devices	Users sometime may be in the situation of lack of devices	Users sometime may be in the situation of lack of devices	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Accurate Crude Oil Price Prediction Easy to use Web UI	Accurate Crude Oil Price Prediction Easy to use Web UI	Accurate Crude Oil Price Prediction Easy to use Web UI	Accurate Crude Oil Price Prediction Easy to use Web UI	