

Project Design Phase-II
 Customer Journey Map
 Date : 11 November 2022
 Team ID : PNT2022TMID27545
 Project Name: Machine Learning Based Vehicle Performance Analyzer

Phases Browsing, booking, attending, and rating a local city tour	Discovery	Onboarding	Utilisation	Loyalty
Steps • This is a title... • This is a title... • This is a title...	View online ad See social media campaign Suggestions from friends	Sign up/ Login Setting up the profile Dashboard	Test the service Evaluate the working Test cases	Rely on the product Recommend others to use
Feelings	A sufficient solution that might work Unique solution from others	Curious Interested in pricing model	Reliable product Ease of use	Cost efficient For everyday use
	Hesitant Privacy issues	Annoyed about the works done Privacy concerns	Not sure how to use Annoyed about the bugs	Concerned about new Technology Long term cost
Pain Points	Cost Lack of information about the technology	Struggle getting the setup Uncertain about privacy	Problem with some features Complexity of use	Reliability
Opportunity	User friendly Reliable	Offer assistance Address privacy concerns	Documenting the features properly Improve ease of use	Better reliable system Improve fault tolerance