

**PROJECT DESIGN  
PHASE - II**

**Customer /User  
journey Map**

<b>Date</b>	18 November 2022
<b>Team ID</b>	PNT2022TMID01607
<b>Project Name</b>	Car Resale Value Prediction

<div>SCENARIO</div> <div>BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<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 PREVIEW THE RESALE VALUE OF THE WEBSITE</div>	<div>TRAVERSE HOME PAGE</div> <div>THIS PAGE ENABLES THE USER TO KNOW ABOUT THE WEBSITE, THE DETAILS OF THE CAR</div> <div>TRAVERSE THE PREDICTION PAGE</div> <div>THE USER WILL BE ABLE TO TRAVEL THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSER</div>	<div>ENTER THE PREDICTION PAGE</div> <div>AN APP FOR THE CAR IS AVAILABLE TO THE USER, WHICH WILL BE ABLE TO KNOW THE RESALE VALUE OF THE CAR</div> <div>PREDICTION</div> <div>ENTER THE PREDICTION BUTTON</div>	<div>OUTPUT</div> <div>ONCE THE PREDICTION IS DONE, THE USER WILL BE ABLE TO KNOW THE RESALE VALUE OF THE CAR</div> <div>RESULT INTERFACE</div> <div>THE USER WILL BE ABLE TO KNOW THE RESALE VALUE OF THE CAR, WHICH WILL BE ABLE TO KNOW THE RESALE VALUE OF THE CAR</div>	<div>CONTACT PAGE</div> <div>THE USER WILL BE ABLE TO CONTACT THE CUSTOMER SUPPORT PAGE AT THE END OF THE WEBSITE</div> <div>CUSTOMER REVIEW</div> <div>THE USER WILL BE ABLE TO CONTACT THE CUSTOMER SUPPORT PAGE AT THE END OF THE WEBSITE</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div> <ul style="list-style-type: none"> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What digital touchpoints or physical objects would they use?</li> </ul> </div>	<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 THE WEBSITE</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 THE WEBSITE</div> <div>THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE</div>
<div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>HELPS TO FIND THE WEBSITE</div> <div>HELPS TO FIND THE WEBSITE WORKING AT ANY BROWSER.</div>	<div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>HELPS TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FIND VERY INFORMATIVE DETAILS ABOUT THE WEBSITE</div>	<div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT ANY BROWSER.</div> <div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div> <div>THE USER WILL BE ABLE TO FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>
	<div>[Description of a negative moment]</div>				
	<div>[idea]</div> <div>[idea]</div>				