

# PROJECT DESIGN PHASE – II

## Customer /User journey Map

Date	13 October 2022
Team ID	PNT2022TMID12178
Project Name	Car Resale Value Prediction

SCENARIO	Entice	Enter	Engage	Exit	Extend
BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
<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 DETAILED USE OF THE WEBSITE</div> <div>PREVIEW THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE DETAILED USE OF THE WEBSITE</div> <div>TRAVERSE HOME PAGE</div> <div>THIS PAGE ENLIGHTENS THE USER THROUGH THE FULL SCOPE AND THE DETAILS OF THE CAR</div> <div>TRAVERSE THE PREDICTION PAGE</div> <div>THIS PAGE ENLIGHTENS THE USER THROUGH THE FULL SCOPE AND THE DETAILS OF THE CAR</div> <div>ENTER THE PREDICTION PAGE</div> <div>IN THE CORE MOMENTS IN THE PROCESS, WHAT HAPPENS?</div> <div>PREDICTION</div> <div>WHAT DO PEOPLE TYPICALLY EXPERIENCE AS THE PROCESS FINISHES?</div> <div>OUTPUT</div> <div>GIVEN THE INDEXED INPUT</div> <div>RESULT INTERFACE</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILED USE OF THE WEBSITE</div> <div>CONTACT PAGE</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILED USE OF THE WEBSITE</div> <div>CUSTOMER REVIEW</div> <div>THE USER WILL BE ABLE TO KNOW THE DETAILED USE OF THE WEBSITE</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 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>	<div>HELPS TO FIND THE WEBSITE</div> <div>HELPS TO FIND THE WEBSITE</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 THIS DOMAIN</div> <div>USER WILL FIND MORE DETAILS ABOUT THE WEBSITE AND THE WAY TO SELL THE CAR</div> <div>THE USER WILL BE ABLE TO FIND THE WEBSITE DETAILS</div> <div>REVIEWS OF THE USER WILL BE HELPFUL IN IMPROVING THE WEBSITE.</div>	<div>WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FINDS THE WEBSITE ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER WILL BE EXCITED TO TRAVERSE THROUGH THE WEBSITE.</div> <div>THE USER FINDS THE WEBSITE ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FINDS THE PREDICTED VALUE OF THE CAR TO BE RESEALED</div> <div>THE USER FINDS THE RESULT PAGE WHICH GIVES THE PREDICTED VALUE</div> <div>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</div> <div>THE USER FINDS THE PREDICTED VALUE OF THE CAR TO BE RESEALED</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>[More]</div> <div>[More]</div>