

# Project Design Phase-II

## Customer /User journey Map

Date	13 October 2022
Team ID	PNT2022TMID34706
Project Name	Car resale value prediction

SCENARIO BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR	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 happens after the experience is over?
<b>Steps</b> What does the person (or group) typically experience?	<b>VISIT THE WEBSITE</b> THE USER WILL BE ABLE TO VISIT THE WEBSITE AND SEE THE WEBSITE	<b>PREVIEW THE WEBSITE</b> THE USER WILL BE ABLE TO PREVIEW THE WEBSITE AND SEE THE WEBSITE	<b>ENTER THE WEBSITE</b> THE USER WILL BE ABLE TO ENTER THE WEBSITE AND SEE THE WEBSITE	<b>PREDICTION</b> THE USER WILL BE ABLE TO PREDICT THE PRICE OF THE CAR	<b>CONTACT PAGE</b> THE USER WILL BE ABLE TO CONTACT THE WEBSITE AND SEE THE WEBSITE
<b>Interactions</b> What interactions do they have at each step along the way? ■ <b>People:</b> Who do they see or talk to? ■ <b>Places:</b> Where are they? ■ <b>Things:</b> What digital touchpoints or physical objects would they use?	<b>THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSE</b>	<b>THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSE</b>
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<b>HELPS TO FIND THE WEBSITE</b>	<b>HELPS TO FIND THE WEBSITE</b>	<b>HELPS TO FIND THE WEBSITE</b>	<b>HELPS TO FIND THE WEBSITE</b>	<b>HELPS TO FIND THE WEBSITE</b>
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<b>THE USER FINDS THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER FINDS THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER FINDS THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER FINDS THE WEBSITE WORKING AT ANY BROWSE</b>	<b>THE USER FINDS THE WEBSITE WORKING AT ANY BROWSE</b>

