

PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	3 November 2022
Team ID	PNT2022TMID25799
Project Name	Car Resale Value Prediction
Maximum marks	4

USER JOURNEY MAP

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?
Steps	<div> <div>VISIT THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE RESALE VALUE OF THE WEBSITE</div> </div> <div> <div>PREVIEW THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE RESALE VALUE OF THE WEBSITE</div> </div>	<div> <div>TRAVERSE HOME PAGE</div> <div>THE PAGE DISPLAYS THE USER THROUGH THE WEBSITE AND THE USER FINDS THE DETAILS OF THE CAR</div> </div> <div> <div>TRAVERSE THE PREDICTION PAGE</div> <div>THE USER KNOWS THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div>	<div> <div>ENTER THE PREDICTION PAGE</div> <div>THE USER WILL BE ABLE TO ENTER THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div> <div> <div>PREDICTION</div> <div>THE USER WILL BE ABLE TO ENTER THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div>	<div> <div>OUTPUT</div> <div>THE USER WILL BE ABLE TO ENTER THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div> <div> <div>RESULT INTERFACE</div> <div>THE USER WILL BE ABLE TO ENTER THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div>	<div> <div>CONTACT PAGE</div> <div>THE USER WILL BE ABLE TO ENTER THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div> <div> <div>CUSTOMER REVIEW</div> <div>THE USER WILL BE ABLE TO ENTER THE PRICE OF THE CAR AND THE USER FINDS THE DETAILS OF THE CAR</div> </div>
Interactions	<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 BROWERS IN THE WEBSITE.</div> <div>THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWER</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>
Goals & motivations	<div>HELPS TO FIND THE WEBSITE</div> <div>HELPS TO FIND THE NEW WAY OF GETTING TO KNOW THE RESALE VALUE OF THE CAR</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 OF THE WEBSITE</div> <div>HELPS TO FIND MORE ABOUT 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>
Positive moments	<div>WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FINDS VERY INFORMATIVE DETAILS ABOUT THE WEBSITE</div>	<div>THE USER WILL BE ABLE TO FIND THE HOME PAGE OF THE SITE AT ANY BROWERS IN THE WEBSITE.</div> <div>THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWER</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>
	[Description of a negative moment]				
	[idea]	[idea]			

