# MACHINE LEARNING BASED VEHICLE PERFORMANCE ANALYZER

## Customer journey

Product School

Share template feedback

Document an existing experience

| | | Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|---|---|
| | SCENARIO Browsing, booking, attending, and rating a local city tour | 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** What does the person (or group) typically experience? | | 1. Create Performance analyzer app / 2. Download the application / 3. Analyze and compare different vehicles. / 4. Give inputs on your car's performance. | Get a chance to look at the variety of vehicles and performance metrics | 2 cars are compared based on different performance metrics. | User will have clear mind on their choice after detailed analysis. | User can go and purchase the car and can give feedback on the car. |
| **Interactions** What interactions do they have at each step along the way? ■ People: Who do they see or talk to? ■ Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use? | | Vehicle Recommendations based on comparison / Talk with Mentor for an extra opinion / App shows the reviews and feedbacks of vehicles by other users. | Users are helped throughout the process by mentor as well as UI. | Get ideas from different people on car models / Compare the performance metrics of the models | Telling their friends and other people about the application | Telling their friends and other people about the application |
| **Goals & motivations** At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…") | | Primary goal is to analyze and display Performance Details | Upon final decision and purchase of car, User can give feedback. | Get the best affordable vehicle according to the indival requirement | Purchasing the best car according to their own requirement and spending optimum money | Purchasing the best car according to their own requirement and spending optimum money |
| **Positive moments** What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | | Compare performance metrics of different vehicles | Better decision making on choosing vehicles according to their own needs | Satisfaction of comparing the vehicles / Saving time and money by spending optimum cost for the product | Satisfaction of choosing the vehicles | Satisfaction of choosing the vehicles |
| **Negative moments** What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | | These metrics are subjected to changes depending on a lot of factors | Cost factor may change with external factors | Cost factor may change with external factors | Concern of the future of the manufacturer as the spare parts are needed in case of repair | Concern of the future of the manufacturer as the spare parts are needed in case of repair |
| **Areas of opportunity** How might we make each step better? What ideas do we have? What have others suggested? | | Update the metrics and vehicles regularly / Try to predict the on-road performance of the vehicles | Customers expect more database so that comparison can be done better | Customers expect more database so that comparison can be done better | Customers expect more database so that comparison can be done better / Update the metrics and vehicles regularly | Customers expect more database so that comparison can be done better |