This is an empathy map divided into four quadrants around a central user figure, with PAIN and GAIN sections at the bottom.

What do they THINK AND FEEL?
what really counts
major preoccupations
worries & aspirations

- To know their actual market value while both buying and selling.
- Increased in price of new cars and taxes.
- Feeling of confusion about how prediction works.

What do they HEAR?
what friends say
what boss say
what influencers say

- Distrust of non human process for the car investment.
- To effectively determine the worthiness of the car using a variety of features.
- No need to seeking help for buying second handed car.

What do they SEE?
environment
friends
what the market offers

- Feel apart of some thing big.
- Reconditioned cars are useful for beginners.
- Cheap cost of used cars compared to new cars.

What do they SAY AND DO?
attitude in public
appearance
behavior towards others

- To sell the car remotely with perfect valuation .
- Satisfied when prediction help to buy used car.
- Without human intervention in the process to eliminate biased valuation.

PAIN
fears
frustrations
obstacles

- May cause much amount in repairs.
- Fear of resale car's documents should be proper.
- Hard to sell the second handed cars.

GAIN
"wants" / needs
measures of success
obstacles

- To predict the amount of resale by best 70% accuracy to avoid loss.
- To choose the efficient second handed cars.
- buyer can choose their favorite brand in affordable cost.