



# Customer experience journey map










Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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		Date	03 October 2022					
		Team ID	PNT2022TMID17938					
		Project Name	Trip Based Modeling of Fuel Consumption in ModernFleet Vehicles Using Machine Learning					
		Maximum Marks						
<div><div>SCENARIO</div><div>booking, participating in, and rating a neighbourhood city tour</div></div>	<div><div></div><div>Entice</div><div>How does one first learn about this procedure?</div></div>	<div><div></div><div>Enter</div><div>What feelings do people have as the procedure starts?</div></div>	<div><div></div><div>Engage</div><div>What takes place at the crucial stages of the process?</div></div>				<div><div></div><div>Exit</div><div>What normally happens as the procedure is completed?</div></div>	<div><div></div><div>Extend</div><div>After the event is over, what happens?</div></div>
<div><div></div><div>Steps</div><div>What regular experiences does the person (or group) have?</div></div>	<div><div>The user runs into a difficulty, then looks for a solution to it</div><div>Realizes that he or Searches result</div></div>	<div><div>Starts exploring the solution</div><div>User identifies the solution</div></div>	<div><div>Starts using the prediction model</div><div>Provides the required data</div><div>Runs the model</div><div>Obtains the predicted result</div></div>	<div><div>contrasting the projected outcome with actual outcome</div></div>	<div><div>User attempts to apply it in various scenarios</div><div>applies remedy to his or her own infrastructure</div></div>			
<div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?</div><div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div></div>	<div><div>workplace, blogs, and social media</div><div>User converses with colleagues and relatives</div></div>	<div><div>Talk about it with others who are knowledgeable about it</div></div>	<div><div>Inquiries about using the model</div><div>Utilises the user interfaces</div><div>Interacts with support channels online</div></div>	<div><div>Utilises the model to get results in different forms</div></div>	<div><div>Suggest the model to others</div><div>Chats with colleagues about model's usage</div></div>			
<div><div></div><div>Objects of motivation</div><div>What is the person's main objective or driving force at each stage? ("Help me," "Avoid me," or "Help me")</div></div>	<div><div>Determine whether the solutions available or not</div></div>	<div><div>To learn more about the remedy</div><div>Identify the benefits and drawbacks of thesolution</div></div>	<div><div>Identify the type of input needs to be given</div><div>To learn the working of the model</div><div>Solve the problem by using the prediction model</div></div>	<div><div>Examine the model's correctness</div></div>	<div><div>In order to boost the productivity</div><div>Manage the expenses</div></div>			
<div><div></div><div>Experience</div><div>What happens to the user at each step?</div></div>	<div><div>Approaches strangers</div><div>Searches using variety of a media</div></div>	<div><div>receives favourable exposure to the solution</div></div>	<div><div>Handle the data efficiently</div><div>Knows about the technical aspects(for eg: Usage of ML technology)</div><div>Improved model running experiece</div></div>	<div><div>Knows that the predicted results arenot always same as the actual one</div><div>How to modify Situations that Arein real time</div></div>	<div><div>To control the cost Of fleets</div><div>overcome the fleet management issue</div></div>			