Car resale value prediction

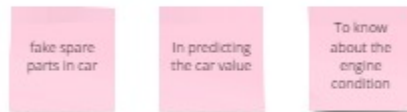*This is the journey of a*

Car resale value prediction to predict the value for one who buy second hand car with affordable price

What are their key goals and needs?
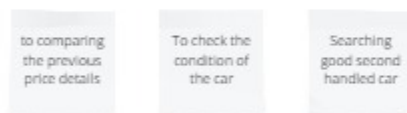
- To predict the resale value for cars
- To give good car to customer
- Analyzing the different cars to predict values.

What do they struggle with most?

- fake spare parts in car
- In predicting the car value
- To know about the engine condition

What tasks do they have?

- to comparing the previous price details
- To check the condition of the car
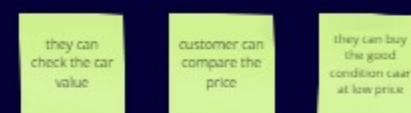- Searching good second handled car

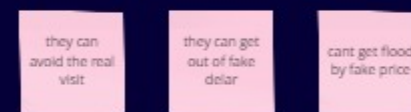| Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?			Sharing Why would they invite others?		
Actions What does the customer do? What information do they look for? What is their context?	car details and registration details, km's	more features to compare with market price / For the best affordable price / For good conditioned second handled cars	Best ride with the satisfaction	maintenance free	Safe ride with happy moments	Feeling good for middle class persons by buying car	For bargaining about price / Document verification / For assurance		
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Buying a second handled car with affordable price / Difficult to predict price via manually for second handled cars	It helps to buy a best car in affordable price / To get more information about the cars without real visit / Enjoying their ride with best car	good condition car for low price	Best way to save money	dont waste time for chekhing the	Fear about values of cars	Checking condition of the car / Can't able to predict affordable price / Explaining about the car may be false statement		
Touchpoint What part of the service do they interact with?	they deals with customer services	quality of equipments / their performance / life span of device	Year of manufacturing 8	Model of the car	Fuel type	Car condition	to advertise the product / customer's satisfaction / improve the need of the product		
Customer Feeling What is the customer feeling? *Tip: Use the emoji app to express more emotions*	🦉	🥺	🙄				🥳		
Backstage	searching for cars	fear about pricing	The struggle to buy a car				trusting fake dealers		
Opportunities What could we improve or introduce?	Increase the discovery of the second handled cars	By decreasing the resale values of the car	By increasing good conditioned cars	To increase the features and facilities of product			Decrease the car value by bargaining		
Process ownership Who is in the lead on this?	Car dealers	Owner of the car	One who buys the car				New buyers of the car		

What changes for them?

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

- they can check the car value
- customer can compare the price
- they can buy the good condition caar at low price

What can they finally avoid doing?

- they can avoid the real visit
- they can get out of fake delaer
- cant get flood by fake price

What changed in my environment?

- fake brokers
- to avoid duplicate documents
- easy to compare with other car