



# MACHINE LEARNING BASED VEHICLE PERFORMANCE ANALYZER

## Customer journey



Share template feedback



### Document an existing experience

	<div><div>SCENARIO</div><div>Browsing, booking, attending, and rating a local city tour</div></div>	<div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>		<div>1. Create Performance analyzer app</div> <div>2. Download the application</div> <div>3. Analyze and compare different vehicles.</div> <div>4. Give inputs on your car's performance.</div>	<div>Get a chance to look at the variety of vehicles and performance metrics</div>	<div>2 cars are compared based on different performance metrics.</div>	<div>User will have clear mind on their choice after detailed analysis.</div>	<div>User can go and purchase the car and can give feedback on the car.</div>
<div><div>Interactions</div><div>What interactions do they have at each step along the way?<ul style="list-style-type: none"><li>People: Who do they see or talk to?</li><li>Places: Where are they?</li><li>Things: What digital touchpoints or physical objects would they use?</li></ul></div></div>		<div>Vehicle Recommendations based on comparison</div> <div>Talk with Mentor for an extra opinion</div> <div>App shows the reviews and feedbacks of vehicles by other users.</div>	<div>Users are helped throughout the process by mentor as well as UI.</div>	<div>Get ideas from different people on car models</div> <div>Compare the performance metrics of the models</div>	<div>Telling their friends and other people about the application</div>	<div>Telling their friends and other people about the application</div>
<div><div>Goals &amp; motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>		<div>Primary goal is to analyze and display Performance Details</div>	<div>Upon final decision and purchase of car, User can give feedback.</div>	<div>Get the best affordable vehicle according the indivual requirement</div>	<div>Purchasing the best car according to their own requirement and spending optimum money</div>	<div>Purchasing the best car according to their own requirement and spending optimum money</div>
<div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>		<div>Compare performance metrics of different vehicles</div>	<div>Better decision making on choosing vehicles according to their own needs</div>	<div>Satisfaction of comparing the vehicles</div> <div>Saving time and money by spending optimum cost for the product</div>	<div>Satisfaction of choosing the vehicles</div>	<div>Satisfaction of choosing the vehicles</div>
<div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>		<div>These metrics are subjected to changes depending on a lot of factors</div>	<div>Cost factor may change with external factors</div>	<div>Cost factor may change with external factors</div>	<div>Concern of the future of the manufacturer as the spare parts are needed in case of repair</div>	<div>Concern of the future of the manufacturer as the spare parts are needed in case of repair</div>
<div><div>Areas of opportunity</div><div>How might we make each step better? What ideas do we have? What have others suggested?</div></div>		<div>Update the metrics and vehicles regularly</div> <div>Try to predict the on-road performance of the vehicles</div>	<div>Customers expect more database so that comparison can be done better</div>	<div>Customers expect more database so that comparison can be done better</div>	<div>Customers expect more database so that comparison can be done better</div> <div>Update the metrics and vehicles regularly</div>	<div>Customers expect more database so that comparison can be done better</div>