

**PROJECT DESIGN PHASE – II**

**Customer /User journey Map**

<b>Date</b>	13 October 2022
<b>Team ID</b>	PNT2022TMID14329
<b>Project Name</b>	Car Resale Value Prediction

<div>SCENARIO</div> <div>BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>VISIT THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE OVERVIEW OF THE WEBSITE</div> <div>PREVIEW THE WEBSITE</div> <div>USER WILL BE ABLE TO KNOW THE KEY USE OF THE WEBSITE</div>	<div>TRAVERSE HOME PAGE</div> <div>THIS PAGE ENABLS THE USER TO KNOW ABOUT THE ADVANTAGES AND DETAILS OF THE CAR</div> <div>TRAVERSE THE PREDICTION PAGE</div> <div>THE USER WILL BE ABLE TO KNOW THE RESALE VALUE OF THE CAR BY ENTERING THE PREDICTION PAGE</div>	<div>ENTER THE PREDICTION PAGE</div> <div>ON THE PREDICTION PAGE, THE USER WILL BE ABLE TO ENTER THE PREDICTION PAGE AND TO KNOW THE PREDICTION PAGE</div> <div>PREDICTION</div> <div>ENTER THE PREDICTION PAGE</div>	<div>OUTPUT</div> <div>ONCE THE PREDICTION PAGE IS ENTERED, THE USER WILL BE ABLE TO KNOW THE PREDICTION PAGE AND TO KNOW THE PREDICTION PAGE</div> <div>RESULT INTERFACE</div> <div>THE USER WILL BE ABLE TO KNOW THE PREDICTION PAGE AND TO KNOW THE PREDICTION PAGE</div>	<div>CONTACT PAGE</div> <div>THE USER WILL BE ABLE TO KNOW THE PREDICTION PAGE AND TO KNOW THE PREDICTION PAGE</div> <div>CUSTOMER REVIEW</div> <div>THE USER WILL BE ABLE TO KNOW THE PREDICTION PAGE AND TO KNOW THE PREDICTION PAGE</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div> <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>THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWSER.</div> <div>THE USER WILL FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.</div>	<div>THE USER WILL FIND THE HOME PAGE OF THE SITE AT ANY BROWSER IN THE WEBSITE.</div> <div>THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSER.</div>	<div>THE USER WILL BE ABLE TO FIND THE PREDICTION PAGE</div> <div>THE USER WILL BE ABLE TO FIND THE RESULT PAGE</div>	<div>THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION</div> <div>THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE</div>	<div>THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION</div> <div>THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE</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>HELPS TO FIND THE WEBSITE</div> <div>HELPS TO FIND THE WEBSITE</div>	<div>HELPS TO FIND THE DETAILS OF THE WEBSITE</div> <div>HELPS TO FIND THE HOME PAGE</div>	<div>HELPS TO FIND THE PREDICTION PAGE</div> <div>HELPS TO KNOW ABOUT THE PRICE OF THE RESALE VALUE OF THE CAR</div>	<div>HELPS TO GET MORE DETAILS ABOUT THIS DOMAIN</div> <div>HELPS TO GET MORE DETAILS ABOUT THE WEBSITE AND THE WEBSITE</div>	<div>THE USER WILL BE ABLE TO FIND THE REVIEW REGARDING THE WEBSITE AND THE WEBSITE</div> <div>REVIEWS OF THE USER WILL BE HELPFUL IN IMPROVING THE WEBSITE</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE</div> <div>THE USER FINDS VERY INFORMATIVE DETAILS ABOUT THE WEBSITE</div>	<div>THE USER WILL BE ABLE TO FIND THE DETAILS OF THE WEBSITE</div> <div>THE USER WILL BE ABLE TO FIND THE DETAILS OF THE WEBSITE</div>	<div>THE USER FINDS THE PREDICTION PAGE WHICH GIVES THE PREDICTION VALUE</div> <div>THE USER FINDS THE RESULT PAGE WHICH GIVES THE PREDICTION VALUE</div>	<div>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</div> <div>THE USER FINDS THE PREDICTION VALUE OF THE CAR TO BE RESALED</div>	<div>THE REVIEWS FROM THE USER WILL BE HELPFUL IN IMPROVING THE SITE</div> <div>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</div>
	<div>[Description of a negative moment]</div>				
	<div>[Ideas]</div> <div>[Ideas]</div>				