

# Project Design Phase-II

## Customer /User journey Map

Date	13 October 2022
Team ID	PNT2022TMID34636
Project Name	Car resale value prediction
Maximum Marks	4 Marks

SCENARIO BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
<b>Steps</b> What does the person (or group) typically experience?	<b>VISIT THE WEBSITE</b> THE USER WILL BE ABLE TO VISIT THE WEBSITE <b>PREVIEW THE WEBSITE</b> THE USER WILL BE ABLE TO PREVIEW THE WEBSITE	<b>TRAVEL HOME PAGE</b> THE USER WILL BE ABLE TO TRAVEL HOME PAGE <b>TRAVEL THE PREDICTION PAGE</b> THE USER WILL BE ABLE TO TRAVEL THE PREDICTION PAGE	<b>ENTER THE PREDICTION PAGE</b> THE USER WILL BE ABLE TO ENTER THE PREDICTION PAGE <b>PREDICTION</b> THE USER WILL BE ABLE TO GET THE PREDICTION	<b>OUTPUT</b> THE USER WILL BE ABLE TO GET THE OUTPUT <b>RESULT INTERFACE</b> THE USER WILL BE ABLE TO GET THE RESULT INTERFACE	<b>CONTACT PAGE</b> THE USER WILL BE ABLE TO GET THE CONTACT PAGE <b>CUSTOMER REVIEW</b> THE USER WILL BE ABLE TO GET THE CUSTOMER REVIEW
<b>Interactions</b> What interactions do they have at each step along the way? • <b>People:</b> Who do they see or talk to? • <b>Places:</b> Where are they? • <b>Things:</b> What digital touchpoints or physical objects would they use?	<b>THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWSER</b> <b>THE USER WILL FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE</b>	<b>THE USER WILL FIND THE HOME PAGE OF THE SITE AT ANY BROWSER IN THE WEBSITE</b> <b>THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSER</b>	<b>THE USER WILL BE ABLE TO FIND THE PREDICTION PAGE</b> <b>THE USER WILL BE ABLE TO FIND THE RESULT PAGE</b>	<b>THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION</b> <b>THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE</b>	<b>THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION</b> <b>THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE</b>
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<b>HELPS TO FIND THE WEBSITE</b> <b>HELPS TO FIND THE WEBSITE WORKING AT ANY BROWSER</b>	<b>HELPS TO FIND THE HOME PAGE</b> <b>HELPS TO FIND THE PREDICTION PAGE</b>	<b>HELPS TO FIND THE PREDICTION PAGE</b> <b>HELPS TO KNOW ABOUT THE PREDICTION OF THE RESALE VALUE OF THE CAR</b>	<b>HELPS TO GET THE OUTPUT</b> <b>HELPS TO KNOW ABOUT THE RESULT INTERFACE</b>	<b>HELPS TO GET THE CONTACT PAGE</b> <b>HELPS TO KNOW ABOUT THE CUSTOMER REVIEW</b>
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<b>THE USER LOOKS AT THE WEBSITE AND VERY INFORMATION</b> <b>THE USER FINDS VERY INFORMATION ABOUT THE WEBSITE</b>	<b>THE USER WILL BE ABLE TO NAVIGATE THROUGH THE WEBSITE</b> <b>THE USER WILL BE ABLE TO NAVIGATE THROUGH THE WEBSITE</b>	<b>THE USER FINDS THE PREDICTION PAGE AND GETS THE PREDICTION</b> <b>THE USER FINDS THE PREDICTION PAGE AND GETS THE PREDICTION</b>	<b>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</b> <b>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</b>	<b>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</b> <b>THE USER COULD GET SUPPORT FROM THE CONTACT PAGE</b>

