PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	15 October 2022
Team ID	PNT2022TMID44773
Project Name	Car Resale Value Prediction

SCENARIO

BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps — What does the person (or group) typically experience?	**VISIT THE WEBSITE** — User will be able to know the entire use of the website / **PREVIEW THE WEBSITE** — User will be able to know the entire use of the website	**TRAVERSE HOME PAGE** — This page enables the user to know about the domain and the details of the car / **TRAVERSE THE PREDICTION PAGE** — This page enables the user to predict the resale value of the car in details provided in the page	**ENTER THE PREDICTION PAGE** — Here the user can fill all the model, year of manufacture and other relevant details about the car / **PREDICTION** — Detects the predict button	**OUTPUT** — Once the user clicks the ml model, it receives trained data and will display approximate resale price of the car / **RESULT INTERFACE** — The website will display the predicted value in an interactive manner	**CONTACT PAGE** — The user will find the contact details for the dealer who has all the details about the current area of resale / **CUSTOMER REVIEW** — The user can leave the feedback form for reviews about the website
Interactions — What interactions do they have at each step along the way? • People: Who do they see or talk to? • Places: Where are they? • Things: What digital touchpoints or physical objects would they use?	THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWER. / THE USER WILL FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.	THE USER WILL FIND THE HOME PAGE OF THE SITE AT ANY BROWSER IN THE WEBSITE. / THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSER	THE USER WILL BE ABLE TO FIND THE PREDICTION PAGE / THE USER WILL BE ABLE TO FIND THE RESULT PAGE	THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION / THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE	THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION / THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")	HELPS TO FIND THE WEBSITE / HELPS TO FIND THE NEW WAY OF GETTING TO KNOW THE RESALE VALUE OF THE CAR	HELPS TO FIND THE DETAILS OF THE WEBSITE / HELPS TO FIND THE HOME PAGE	HELPS TO FIND THE PREDICTION PAGE / HELPS TO KNOW ABOUT THE PRICE OF THE RESALE VALUE OF THE CAR	HELPS TO GET MORE DETAILS ABOUT THIS DOMAIN / USER WILL FIND MORE DETAILS ABOUT THE WEBSITE AND THE WAY TO SELL THE CAR	THE USER WILL BE ABLE TO GIVE REVIEWS REGARDING THE WEBSITE DETAILS / REVIEWS OF THE USER WILL BE HELPFUL IN IMPROVING THE WEBSITE.
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	WEBSITE LOOKS ATTRACTIVE AND VERY INFORMATIVE / THE USER FIND VERY INFORMATIVE DETAILS ABOUT THE WEBSITE	THE USER WILL BE EXCITED TO TRAVERSE THROUGH THE WEBSITE / THE USER FINDS THE FEATURES WHICH ABOUT THE RESALE VALUE OF THE CAR THROUGH THE PREDICTION PAGE	THE USER FINDS THE PREDICTED VALUE OF THE CAR TO BE RESALED / THE USER FINDS THE RESULT PAGE WHICH GIVES THE PREDICTED VALUE	THE USER COULD GET SUPPORT FROM THE CONTACT PAGE / THE USER FINDS THE PREDICTED VALUE OF THE CAR TO BE RESALED	THE REVIEWS FROM THE USER WILL GIVE USEFUL INSIGHTS IN IMPROVING THE SITE / THE USER COULD GET SUPPORT FROM THE CONTACT PAGE
	[Description of a negative moment]				
	[Idea] [Idea]				