PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	13 October 2022
Team ID	PNT2022TMID36922
Project Name	Car Resale Value Prediction

		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?	
SCENARIO — BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR											
Steps — What does the person (or group) typically experience?		VISIT THE WEBSITE — USER WILL BE ABLE TO KNOW THE ENTIRE USE OF THIS WEBSITE	PREVIEW THE WEBSITE — USER WILL BE ABLE TO KNOW THE ENTIRE USE OF THIS 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 WITH OTHER RELEVANT DETAILS ABOUT THE CAR	ENTER THE PREDICTION PAGE — HERE THE CAR DETAILS LIKE THE MODEL, YEAR OF MANUFACTURE AND THE OTHER RELEVANT DETAILS ARE GIVEN HERE	PREDICTION — ENTER THE PREDICT BUTTON	OUTPUT — ONCE THE PREDICT IS CLICKED THE ML MODEL WHICH WAS TRAINED EARLIER WILL GIVE THE RESALE VALUE OF THE CAR	RESULT INTERFACE — THE WEB PAGE WILL DISPLAY THE PREDICTION ALONG WITH PREVIOUSLY TRAINED MODEL	CONTACT PAGE — THE USER WILL FIND THE CONTACT PAGE FOR DETAILS ABOUT THE ONLINE AREA OF RESALE	CUSTOMER REVIEW — THE USER WILL FIND THE FEEDBACK FORM FOR REVIEWING 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 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 WOULD BE INFLUENCING 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 BE USEFUL INSIGHTS IN IMPROVING THE SITE	THE USER COULD GET SUPPORT FROM THE CONTACT PAGE
		[Description of a negative moment]									
		[Idea] [Idea]									