Customer Journey Map

Team ID: PNT2022TMID35378

Project Title: Machine Learning Vehicle Based Performance Analyzer

Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	TIP Engage In the core moments in the process, what happens? TIP As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Analyse and compare different vechiles Give datas for prediction Customer needs vechile based on their needs	Get a chance to look at the variety of vehicles and performance metric	Data collection and based on different performance metrics Cars are compared based on different performance performance metrics	User will have clear mind on their choice after detailed analysis.	User can go and purchase the car and can give feedback on the car.
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?	Vehicle Recommendations based on comparison Predection give the reviews and feedbacks of vehicles by other users	Users are helped throughout the process by the UI	data entry section analysis section	sign up action display status	Analyse and compare
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Compare performance metrics of different vehicles customer experience	minimize the risk secure data storage To sign into the web page	accurate decision making	providing ratings and reviews	Purchasing the best car according to their own requirement and spending optimum money
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Compare performance metrics of different vehicles	Better decision making on choosing vehicles according to their own needs	Saving time and money by spending optimum cost for the product	Satisfaction of choosing the vehicles	Satisfaction of comparing the vehicles
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	These metrics are subjected to changes depending on a lot of factors	Cost factor may change with external factors	Cost factor may change with external factors	Concern of the future of the manufacturer as the spare parts are needed	Concern of the future in case of repair
How might we make each step better? What ideas do we have? What have others suggested?	Update the metrics and vehicles regularly	Customers expect more database so that comparison can be done better	Try to predict the on-road performance of the vehicles	well known about the performance	satisfied about the experiance