PROJECT DESIGN PHASE - II

Customer /User journey Map

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Team ID	PNT2022TMID53277
Project Name	Car Resale Value Prediction <u></u>

SCENARIO Entice,** Enter **Engage** Exit 🔒 What do people experience as they begin the process? Browsing, geeting to know about the resale How does someone initially be aware value of the car of this process? **Traverse Prediction Enter the Prediction** Output Result Interface Contact Page Visit the website Preview the website Traverse Home Page Prediction Page page STEPS What does the person or group This phase enables the This phase enables the The user details of the Once predict is The user will be able to typically experience? The user will be able to The user will be able to The web page will display user to know about the user to predict the model year of Tap on the predict automated the model contact the owner with navigate through the know the entire use of the printed value with the domian and details of resale value of the car manufacture and the button and the price will be the details on the entire website. the website. previously turned model with details provided details of the car the car displayed website **INTERACTIONS** What interactions do they have at each steo along the way? The user will find the The user will be able to The user will be able to The user will be able to People: Who do they see or The user will find the The user will find the The user will be able to The user will be able to omepage of the site at navigate to all the The user will be the find the customer find the customer talk to? website working at any website working at IOS find the prediction find the review at the end any browser in the pages of the site at any support page at the result page support page at the People: Who do they see or Browser and Android mobile page of the website website Browser end of prediction end of prediction talk to? Things: What digital touchpoints or physical objects would they use? GOALS & Helps to find the new MOTIVATION Helps to find the Helps to know about User will find more details The user will be able to Helps to get more Helps to find the way of getting to know Help to find the detail Helps to find the homepage the price of the resale details about this about the website and the give reviews regarding the resale value of the of the website prediction page website At each step, what is a person's value of the car domain way to sell the car car primary goal or motivation? ("Help me.." or "Help me avoid..") POSITIVE



MOMENTS

What steps does a typicl person find enjoyable, productive, fun, motivating, delightful or exiciting? Website looks attractive and very informative The user will find very informative details about the website

The user will be excited to traverse through the website

The user find the features which would influence resale value of the car through the prediction page

The user finds the predictive value of the car to be resaled

The user find 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 improving the website

The user could get support from the contact page

Extend

Customer Review

The user will be able to

The user will be able to

find the review at the

end of the website

Reviews of the user will

be helpful in improving

check reviews by other