


PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	14 October 2022
Team ID	PNT2022TMID53277
Project Name	Car Resale Value Prediction 

SCENARIO👁️

Browsing, geeting to know about the resale value of the car

STEPS🐾

What does the person or group typically experience?

INTERACTIONS😄

What interactions do they have at each steo along the way?

- People: Who do they see or talk to?
- People: Who do they see or talk to?
- Things: What digital touchpoints or physical objects would they use?

GOALS & MOTIVATION💪

At each step, what is a person's primary goal or motivation? ("Help me.." or "Help me avoid..")

POSITIVE MOMENTS😌

What steps does a typical person find enjoyable, productive, fun, motivating, delightful or exciting?

