

Requirement Analysis

Customer Journey Map

Date	26 June 2025
Team ID	LTVIP2025TMID55269
Project Name	HouseHunt: Finding Your Perfect Rental Home
Maximum Marks	4 Marks

	AWARENESS	REGISTRATION	BROWSING	INQUIRY	BOOKING	CONFIRMATION	MOVE-IN	POST MOVE SUPPORT
ACTIONS	Hears about HouseHunt from friends or online ads	Downloads app, creates account	Searches properties with filters	Contacts property owners via app messaging	Submits booking request and negotiates terms	Receives booking confirmation	Moves into the rental property	Uses app for maintenance requests or feedback
THOUGHTS	"Is this app reliable for finding rentals?"	"I hope registration is quick and easy."	"Will I find something that fits my budget and needs?"	Will they respond quickly and honestly?"	Is this process secure and transparent?"	"Great, I finally found a place!"	Hope everything goes smoothly now."	"Can I easily get help if needed?"
FEELINGS	Curious, hopeful	Slightly anxious	Optimistic but cautious	Nervous, hopeful	Relieved but cautious	Excited, reassured	Happy but slightly anxious	Confident if supported
PAIN POINTS	Uncertainty about app trustworthiness	Complicated signup or verification	Overwhelming number of listings, outdated info	Slow or no responses from owners	Unclear lease terms, payment security concerns	Delays in confirmation notifications	Unexpected issues at move-in or lack of support	Difficulties in communicating maintenance issues
OPPORTUNITIES	Showcase reviews, ratings, and verified listings	Simplify signup with social login options	Real-time listings, intuitive filters	Instant notifications, verified owner profiles	Digital lease agreements, secure payment gateways	Push notifications, status tracking	Move-in checklists, customer support features	In-app support chat, feedback systems