| Stage | Download App | Enter Order | Submit Order | Confirmation | Receive Service | Feedback & Survey |
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| Task List | - Download the app.  - Create an account.  - Set location preferences.  - Enable GPS for real-time tracking. | - Select car issue (Flat tire, Engine trouble, Battery, etc.).  - Enter car details (Make, Model, Year, Color, and License Plate).  - Choose service type (On-site repair, Tow truck). | - Review order details.  - Apply discounts or loyalty rewards.  - Choose a preferred service provider.  - Select payment method. | - Receive order confirmation via app and email.  - Estimated arrival time provided.  - Track progress in real-time. | - Arrive at repair location or wait for mobile mechanic.  - Mechanic assesses the issue.  - Service is performed  - Payment is processed. | - Rate the service experience.  - Provide feedback on service quality.  - Report any unresolved issues.  - Receive discount offers for future use. |
| User Feelings | - Excited to find a quick solution.  - Curious about service options. | - Relieved to enter details easily.  - Hopeful for a quick response. | - Concerned about hidden costs.  - Anxious about service availability. | - Reassured that request is processed.  - Unsure about estimated wait time. | - Satisfied if service is smooth.  - Frustrated if waiting time is long. | - Happy if service was great.  - Disappointed if issues weren’t fully resolved. |
| Pain Points | - App registration is too long.  - GPS doesn't detect location correctly. | - Lack of clarity on service options.  - No real-time price estimation. | - No final review before submitting.  - Discounts not automatically applied. | - No real-time ETA updates.  - Unclear service provider details. | - Service delay due to unavailability.  -Unexpected extra charges | - No clear way to dispute charges.  - Survey doesn’t allow detailed feedback. |
| Opportunities for Improvement | - Offer guest checkout for faster. registration  - Improve GPS accuracy. | - Provide clearer issue descriptions with examples.  - Show estimated service costs upfront. | - Add an order preview page before submission.  -Automatically apply rewards and discounts | - Provide real-time updates with ETA.  - Show detailed mechanic profiles. | - Introduce a live chat option for urgent issues.  - Offer estimated repair time at the start. | - Improve survey with structured and open-ended questions.  - Provide incentives for leaving feedback. |