

PROJECT DESIGN PHASE – II

Customer /User journey Map

Date	13 October 2022
Team ID	PNT2022TMID26980
Project Name	Car Resale Value Prediction

SCENARIO BROWSING, GETTING TO KNOW ABOUT THE RESALE VALUE OF THE CAR	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	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?	VISIT THE WEBSITE THE USER WILL BE ABLE TO VISIT THE WEBSITE PREVIEW THE WEBSITE THE USER WILL BE ABLE TO PREVIEW THE WEBSITE	TRAVERSE HOME PAGE THE USER WILL BE ABLE TO TRAVERSE THE HOME PAGE TRAVERSE THE PREDICTION PAGE THE USER WILL BE ABLE TO TRAVERSE THE PREDICTION PAGE	ENTER THE PREDICTION PAGE THE USER WILL BE ABLE TO ENTER THE PREDICTION PAGE PREDICTION THE USER WILL BE ABLE TO GET THE PREDICTION	OUTPUT THE USER WILL BE ABLE TO GET THE OUTPUT RESULT INTERFACE THE USER WILL BE ABLE TO SEE THE RESULT INTERFACE	CONTACT PAGE THE USER WILL BE ABLE TO GET THE CONTACT PAGE CUSTOMER REVIEW THE USER WILL BE ABLE TO GET THE CUSTOMER REVIEW
Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	THE USER WILL FIND THE WEBSITE WORKING AT ANY BROWSER. THE USER WILL FIND THE WEBSITE WORKING AT IOS, ANDROID MOBILE.	THE USER WILL FIND THE HOME PAGE OF THE SITE AT ANY BROWSERS IN THE WEBSITE. THE USER WILL BE ABLE TO NAVIGATE THROUGH ALL THE PAGES OF THE SITE AT ANY BROWSER.	THE USER WILL BE ABLE TO FIND THE PREDICTION PAGE. THE USER WILL BE ABLE TO FIND THE RESULT PAGE.	THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION. THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE.	THE USER WILL BE ABLE TO FIND THE CUSTOMER SUPPORT PAGE AT THE END OF PREDICTION. THE USER WILL BE ABLE TO FIND THE REVIEW AT THE END OF THE WEBSITE.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	HELPS TO FIND THE WEBSITE HELPS TO FIND THE WEBSITE	HELPS TO FIND THE DETAILS OF THE WEBSITE HELPS TO FIND THE HOME PAGE	HELPS TO FIND THE PREDICTION PAGE HELPS TO KNOW ABOUT THE PRICE OF THE RESALE VALUE OF THE CAR	HELPS TO GET MORE DETAILS ABOUT THE PREDICTION HELPS TO KNOW ABOUT THE PRICE OF THE RESALE VALUE OF THE CAR	HELPS TO GET MORE DETAILS ABOUT THE PREDICTION HELPS TO KNOW ABOUT THE PRICE OF THE RESALE VALUE OF THE CAR
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	THE USER FINDS THE WEBSITE ATTRACTIVE AND VERY INFORMATIVE. THE USER FINDS THE WEBSITE VERY INFORMATIVE.	THE USER WILL BE ABLE TO TRAVERSE THROUGH THE WEBSITE. THE USER WILL BE ABLE TO TRAVERSE THROUGH THE WEBSITE.	THE USER FINDS THE PREDICTION PAGE. THE USER FINDS THE RESULT PAGE.	THE USER FINDS THE PREDICTION PAGE. THE USER FINDS THE RESULT PAGE.	THE USER FINDS THE PREDICTION PAGE. THE USER FINDS THE RESULT PAGE.
	[Description of a negative moment.]				
	[Link]	[Link]			