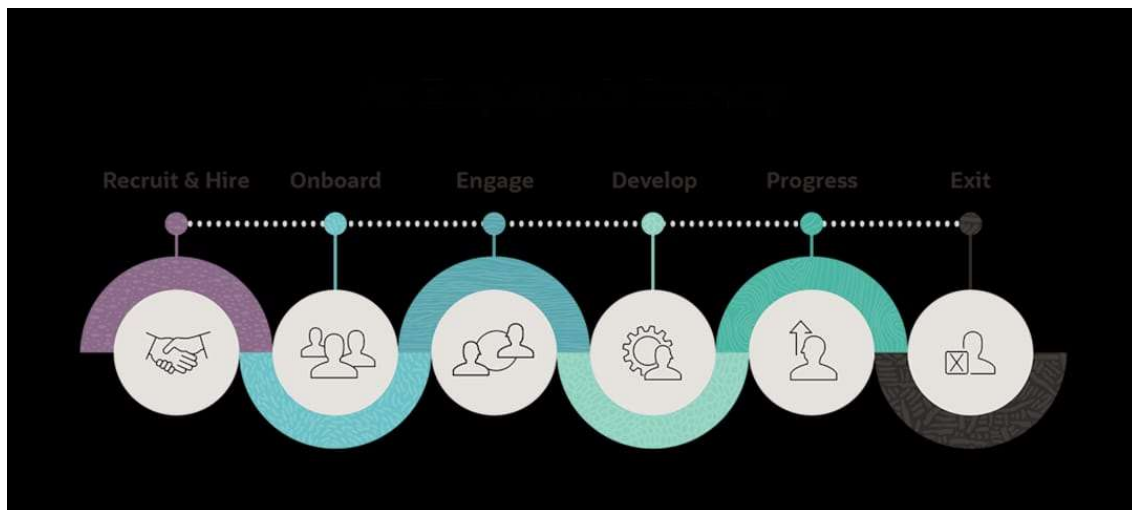


Project Phase-II CUSTOMER JOURNEY MAP

Date	24 June 3035
Team ID	LTVIP2025TMID29797
Project Name	Workforce Administration Solution(dev)
Maximum Marks	4 Marks

Customer Jouney Map:

Certainly! Below is a simplified and focused **Customer Journey Map** for a **Workforce Administration Solution**, covering key lifecycle stages: **Recruit & Hire, Onboard, Engage, Develop, Progress, and Exit** — specifically from the **employee's perspective**.



Stage	Employee Goal	Touchpoints	Experience	Pain Points	Opportunities for Improvement
1. Recruit & Hire	Apply and get selected for a role	Career portal, email, interview scheduling tools	Excited, hopeful, curious	Delays in updates, unclear application status	Automated updates, candidate portal, quick feedback
2. Onboard	Join the company and	HR portal, onboarding	Overwhelmed but motivated	Manual tasks,	Digital onboarding

Stage	Employee Goal	Touchpoints	Experience	Pain Points	Opportunities for Improvement
	complete all formalities	checklist, e-signature tools		unclear next steps	flow, welcome dashboard
3. Engage	Access resources, manage leave, and stay informed	Self-service portal, time tracking, HR comms	Confident and self-reliant	Hard-to-navigate systems	Centralized HR services, mobile access
4. Develop	Improve skills through training and learning	Learning modules, skill assessments, mentorship tools	Eager to grow but needs direction	No training calendar or tracking	LMS integration, personalized learning paths
5. Progress	Advance career, receive feedback and recognition	Performance reviews, goal-setting tools	Motivated but seeks transparency	Irregular reviews, unclear metrics	360° feedback, progress dashboards
6. Exit	Leave the organization smoothly	Exit checklist, feedback survey, document handover	Wants closure and clarity	Delayed exit clearance, no feedback loop	Automated offboarding, exit analytics