# Customer Journey Map

## FreelanceFinder Discovering Opportunities, Unlocking Potential

| Scenario | Browse Projects | Bid | | Work | | Submit | | Review |
|---|---|---|---|---|---|---|---|---|
| A client posts a project, and a nele-ancer seeks an opportunity to schewcase their skills | Client creates a new project listing | Freelancer analyzes requirements | Freelances reviews past work | Freelance-communi-1gegt with | Refines the project scope- | Freelance submit's the work | Client reviews submssion | Client provides a rating and review |
| | Freelancer reads projectails | Access to client's past work | Submitting proposal with confidence | Seamies messaging system | Feedback on the project | Simple submisbn process | Feetback on work if needed | Reflect on froyie-lact autcome |
| Experience | Intuitive and easy to use interface | Access to client's past work | Submitting proposal with confidence | Facilitates communi-cation | Facilitates transacti-noation | Ensures transaction integrity | Frassures mionauon ntogimiry | Potential for reprat business teesenber repuration |
| Admin Activities | Admin monitors platform activity | Ensures platform security | Maintains treelancer quality | Faciltiates communica-tion | | Streamiline work approval | | Improves frelelan-cet reputation |
| Opportunities | Highlight relevarit project categories- | Maintains treelancer quality | Optimize bid seection process | Facilitates transaction integrity | Eniurues transac-tion tion | Streamine work approval | Promt for client feedback | Patential for repe-at business |
| Opportunities | Oversess review process | Facilitaites communi-cation | | Facilitates transaction integrity | | Streamline work approval | | Improves freelan-cer reputation |