

**Project Design Phase-II**  
**Customer/ User Journey map**

Date	30 October 2022
Team ID	PNT2022TMID14696
Project Name	Skill / Job Recommender

**Team Members:**

NISHANTH.B – 19BCS093

DERICK PRINCE.B – 19BCS090

MADHAN.K – 19BCS098

VISHWA.K – 19BCS100

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Advertisements</div> <div>Notices</div> <div>Social media</div> <div>Friends Suggestions</div>	<div>Job Insecurity</div> <div>Financial Insecurity</div> <div>Account Registration</div> <div>User Interaction</div>	<div>Keep updating skill set</div> <div>Discover and analyse their own merits and demerits</div> <div>Keep focus on your area of interest</div> <div>Keep track of upcoming/ongoing job offers</div>	<div>Salary Satisfaction</div> <div>Get their desired job role</div> <div>Get a job in their desired company</div> <div>Inner Peace, Motivated</div>	<div>Sharing their user experience with others</div> <div>Recommending this platform to their friends and colleagues</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div>People: Who do they see or talk to?</div> <div>Places: Where are they?</div> <div>Things: What digital touchpoints or physical objects would they use?</div>	<div>Job applicant interacts with the recruitment team to know about the company</div> <div>Recruitment team interact with the job applicants to analyse and examine their skillset</div> <div>Interaction between job applicant and Recruitment team helps to know about the project frequency, domains, roles in the company</div>	<div>A recommendation engine which recommends job based on their skillset</div> <div>Chatbot which interacts with user</div>	<div>Regularly keep checking about new job offers</div> <div>Applying for recommended jobs in the website</div> <div>Searching upcoming job offers in their desired role and desired company</div> <div>Never miss the deadline for job application</div>	<div>Waiting for offer letter</div> <div>Post the experience of process to others</div> <div>Get a good job</div>	<div>Working with various persons</div> <div>Good interaction between employees and manager</div> <div>Interact with colleagues in different domains</div>
<div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>To get a job in their desired company</div> <div>The dream of the job applicants is to get a offer from a trusted company</div> <div>To get a job in their own interested domain</div>	<div>Recruiter Point of view: To select a best candidate who has the capacity to work in their company</div> <div>Applicant Point of view: To get a desired/ trusted job</div>	<div>The applicant should frequently update their resume</div> <div>Applicant should regularly learn the booming new technical stacks</div>	<div>Recruiter : Provide the offer letter to the selected candidate</div> <div>Applicant : Complete the background verification process and get the offer letter</div>	<div>Acquire more knowledge in industrial project</div> <div>Constant career growth for the applicant</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>List of tutorials links are useful for beginners</div> <div>User can apply for any job offers in any company using the website</div>	<div>Ready to experience a new path in his journey</div> <div>Excited about the process</div>	<div>Complete certification courses</div> <div>Learn new skillsets</div> <div>Attend the interview process boldly, without getting nervous</div>	<div>wait for result with patience</div> <div>Getting offer letter with pleasure</div>	<div>Constant financial growth</div> <div>Gaining vast knowledge from the industrial project</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Not satisfied with their salary</div> <div>bored in irrelevant job role</div>	<div>Sad/ Unhappy due to irrelevant job</div> <div>Depressed due to under qualified / under-rated talents</div>	<div>Fake Job Offers</div> <div>Unstable Start-Up Companies</div> <div>Inferiority complex</div>	<div>Rejection in interview process</div> <div>Denial of application from desired company</div>	<div>Frustration due to failure</div> <div>Feeling low if he get rejected in his dream company</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Job Description should be added along with the job advertisement</div> <div>Package split-up should be provided</div>	<div>Sign in using google should be added</div> <div>User Profile updation should be available</div>	<div>Untrusted companies should be blocked from the website</div> <div>Scams should be restricted</div>	<div>Official confirmation letter should be provided</div> <div>Project frequency, work environment should be discussed (if possible)</div>	<div>Suitable/good job offer with full satisfaction</div> <div>Posting job offer in LinkedIn</div>