SCENARIO

Job seekers seeking for the job



Initial

How does someone initially become aware of this process?



Experience

What do people experience as they begin the process?



In the core moments

in the process, what

happens?

Process

PNT2022TMID47660



What do people typically experience as the process finishes?



Extend

What happens after the experience is over?



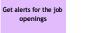
Steps

What does the person (or group) typically experience?



Apply for the job

from the job openings which fits

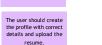


for their skills.



into the job portal, the home page will appear

with sign in / signup





Reads the description

> clicking apply now button then fills the application form

Chatbot will help the users to clear their queries.

Chatbot

get the calls from te $% \left\{ 1,2,\ldots ,n\right\}$ corresponding HR of the company

Get calls from the

applied company

The user will get the job alerts that matches to their skills

Get alerts to your

mail

Successful apply of job application

The user fills the

form and submit it

successfully through

online

Get job alerts if the user dataset and job description match

Receive job alerts

Receive calls from the HR of the company

Gets calls



Interactions

What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Job Places: Where are they?
- **Environment:** what is the environment?



Interaction with the HR calls

Interaction with Home Page

Login page, if he/she has signed up

Signup/register page if he/she is a new user

job search

The users search for

the job suits for their

skills

Interaction with the list of jobs in the web page

description like skills required, level of skills,

Interaction with the application while filling the form

nteraction with the chatbot

Interaction with mail

People interacts with a server.

experience in applying for the jobs through online

Interaction with HR



Motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") Help me to apply for the right job

Help me to avoid the wrong entered

Help to apply for the

Interaction with

creating profile

Give alerts when there is job opening matches to my skill set.

Display the right job according to the search

Chatbot will clear the queries from user

Update the

Get the job alerts to your mail

The application process will move further

The user will get the right job to explore their skills

Easy apply for the

User gets the right



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? happy and feel free to apply for the jobs through online

Customers are excited to use the user-friendly application

happy if the application moves to further process

the list of job enings as per their skills

Users feel anxious to apply for the new role

Customer will save lots of time while applying through onlne

The users will be happy after getting the right job



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Customer feels upset if their application is rejected

Takes time to use the application

When the application status fails, the user gets upset

unclear

Customer will dissatisfy If the responses are

Customer feels sad when the application process fails

Customer feels low when there are no job alerts

The user will get sad when there is no update from the application



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Easy to apply for

Online job portal

User-friendly application

Suggests the right job for the skilled person

Gives correct job for the job seekers

Beginner, Intermediate Expert levels will be description

Matches the skills and give alerts to mail

Contact the HR for further process of application

Job seekers can

Chatbot clears the user's query