1 Visualize the **Customer** and **Employee** interactions and touchpoints using Journey Mapping

Working group,map the experience of the people you your company are vision eng ting the customer lif ecycle. Include customer behaviors, touchpoints, and attitudes/emotions. Next, map the experience and the employees engage dh of so il listing add deliveri ng the customer experience. Include internal processes, teams/ groups, systems/ tool and patepoints.

PHASE		**1** AWARNESS	**2** RESEARCH	**3** CONSIDERATIONS	**4** 1STCOMMUNICATION	**5** DOCUMENTS	**6** CROSSEXAMINE	**7** THESIS	**8** FEEDBACK
What are the high-level phases across the customer journey?									

CUSTOMER BEHAVIORS
What are the actions taken by the customer?

Collecting details about the company from friends and co-workers according to	Search the suitable job role in the application	1.search different websites. 2.Compare different roles	Communicate to the resource person on available platform	Provide all documents such as profiles, certificates etc to resource person	Follow the necessary steps to interviews as explained by resource person	Stand by for the result/ offer letter by the company	Share your feedback according to your experience

TOUCHPOINTS
What channels does the customer use to reach you?

Commercia fra tion s bout the platform	Navigate the websites and links available for particular role	1.Landing page 2.Search bar 3.Navigate link	Communicate using the chatbot	Submit th e required documents	Say something positive about organization	1.Testimonials 2.Email campaigns	Ratings and feedback

STORY BOARD
What story board does the journey evoke?

USER EXPERIENCE
What user experience does the journey evoke?

PROBLEMS
What PROBLEMSdoes the journey evoke?

Unreliable information	Unexpected results	Unable to decide the better one	Lack of communication skills	Improper documents	Tensed about process	Panic about result state	Giving more critical feedback

IDEAS
What ideas does the journey evoke?

Have proper knowledge about websites	Interaction with other person	Have strong knowledge about a particular site	Prepare for interview with lot of practices	Cross check all your documents	Be sure and deterministics	Have peace of mind for further competitions	Be honest about your feedback

CUSTOMER EXPERIENCE

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