

**PROJECT DESIGN PHASE-II**  
**SOLUTION REQUIREMENTS(FUNCTIONAL&NON-FUNCTIONAL)**

DATE	04 NOVEMBER 2022
TEAM ID	PNT2022TMID28874
PROJECT NAME	SKILL/JOB RECOMMENDER
MAXIMUM MARKS	8 MARKS

**CUSTOMER JOURNEY MAP**

**TITLE: Skill/Job Recommender Application**

Customer Journey: Buyer's Journey	Awareness Stage	Consideration Stage	Decision Stage
<i>What is the customer thinking or feeling?</i>	To get a better Job	Chatbot Assistance	Explore various job domains
<i>What does the customer's see?</i>	Notification through mail	Fields having job demands	Current job openings
<i>What does the customer gain?</i>	Chatbot assistance	Instant update on jobs	Exposure to various job positions
<i>What will the customer hear?</i>	Feedback from fellowusers	Trust on the app	Accuracy of the application