

# PROJECT DESIGN PHASE II

## COUSTOMER JOURNEY MAP

DATE	19 September 2022
TEAM ID	PNT2022TMID32434
PROJECT NAME	University Admit Eligibility Prediction

### User journey

by the Design Team of Accenture Interactive NL

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [🔗](#)

<b>1 Phases</b> <small>High-level steps your user needs to accomplish from start to finish</small>	Login Phase	Filling up of necessary details	Perform Prediction
<b>2 Steps</b> <small>Detailed actions your user has to perform</small>	Login to the Platform	Enter the student's profile details	The user interface code will interact with the decision tree models The algorithm will be used to determine the chance of the student The Decision Tree algorithm will be used to determine the rank of college to which is most suitable for the student based on his/her profile Once the models have been executed the result will be provided
<b>3 Feelings</b> <small>What your user might be thinking and feeling at the moment</small>	thumbs up troublesome process for students in finding the perfect university is eliminated money is saved to get advice from consultancy	time is saved in searching the best deserving college.	More accurate results
	thumbs down Will the predicted result will be accurate?	not considering important parameters	Fear of reject status
<b>4 Pain points</b> <small>Problems your user runs into</small>	stressed finding a suitable college.	Filling the important parameters wrongly and predicted result might change	Frustrated in case of predicted result is correct or not
<b>5 Opportunities</b> <small>Potential improvements or enhancements to the experience</small>	more data can be added to the system.	algorithms can be evaluated to resolve the problem if they perform better than the current algorithm	Predict the best University