Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Team ID	PNT2022TMID16689
Project Name	Project – skill and job recommender

Scenario The need of users to find their applicable job or career option for the skills they possess.	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit 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?	User notice about the job recommender application. / User can login/ signup in this app / If the user is new they can register as an user / They can interact with the help of the chatbot.	As the user registered then the homepage is displayed / Then chatbot plays the major role / The options in the homepage are available for the activity that are taken place by the user.	The chatbot is used for interactions	By using the job description API the skillset can be matched	
Interactions What interactions do they have at each step along the way? ■ **People:** Who do they see or talk to? ■ **Places:** Where are they? ■ **Things:** What digital touchpoints or physical objects would they use?	The user can interact with the use of chatbot / The interaction takes place between the user and the API / The user need this interaction to find applicable job for their skills	Then the user become the registered user / Then the user can make use of the options in the homepage	Their is a bridge of relationship between the user and API	The alert message is displayed to the user	If their no matched jobs then the chatbot tells the users to wait.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Users can enter their queries in chatbot to get the results / Then the user can interact with the bot and can retrieve the information about jobs	The users only goal is to find their suitable Jobs	The chatbot can be used for communications	It is easy for the interaction to find the jobs	After finding the suitable jobs or career option then the alert message is given to the user.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The chatbot helps the users with their queries.	This application is user friendly and easy to use	Easy interactions	Chatbot is used as a bridge	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Users need to give their entire information about their educational qualifications.	The user interactions are necessary	Sometimes the process takes time	Sometimes the jobs are not displayed if there is nothing found.	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	The jobs matched the users skillset are given as the alert / The user can the applicable jobs or career options for their skillset.	The database contains information for the search.	Applicable jobs can be found	The user can find the suitable Jobs in the alert message	By using this application the user can find the suitable jobs for their skillset