



**TOUCHPOINTS**

What channels does the customer use to reach you?

**Communicate using the chatbot**

**Ratings and feedback**

**Submit th e required documents**

**Commer cia liza tion a bout the platform**

**Say something positive about organization**

**1.Landing page 2.Search bar**

**3.Navigate link**

**Navigate the websites and links available for**

**particular role**

**1. Testimonials**

**2. Emai campaigns**

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

**PROJECT DESIGN PHASE II**

*Workingasagroup,maptheexperienceofthepeopleyourcompanyservesleveragingthecustomerlifecycle. Includecustomerbehaviors,touchpoints,andattitudes/emotions.Next,maptheexperienceoftheemployees engagedinfacilitatinganddeliveringthecustomerexperience.Includeinternalprocesses,teams/groups,systems/ toolsandpainpoints.* 4 hours

**CUSTOMER EXPERIENCE**

**PHASE**

What are the high-level phases across the customer journey?

***DOCUMENTS***

***1STCOMMUNICATION***

***RESEARCH***

***AWARNESS***

***FEEDBACK***

***CROSSEXAMINE***

***CONSIDERATIONS***

***THESIS***

**CUSTOMER BEHAVIORS**

What are the actions taken by the customer?

**Ask friends and co-workers about the company according to our skills.**

Search the suitable job role in the application

**1.Browse several 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**

**STORY BOARD**

What story board does the journey evoke?

Joy

Trust

**USER EXPERIENCE**

What user experience does the journey evoke?

Fear

interest

Acceptance

Anbici pation

Delight

Annoyance

**PROBLEMS**

Panic about result state

Nervousness about process

**Improper documents**

Unreliable information

Giving more critical

feedback

Unable to decide the better one

**Lack of communication skills**

Unexpected results

What PROBLEMSdoes the

journey evoke?

**IDEAS**

What ideas does the journey evoke?

Have proper knowledge about websites

**Communication with other person**

Have strong mind for 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

**Title: Skill/Job Recommender Application**

**Team id : PNT2022TMID07587**