



## Customer experience journey map

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## PROJECT TITLE: SKILL AND JOB RECOMMENDER APPLICATION

TEAM ID:PNT2022TMID30715

## CUSTOMER JOURNEY MAP

PROJECT DESIGN PHASE 2

SCENARIO  Browsing, booking, attending, and rating a local city tour	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?	Through advertisements social media  Through browsing	Job Financial Dissatisfaction insecurity  User registration	Get to know alot of job on alarge scale openings  Get to know his/ her weakness and strengths  Get to know the skills required inthe industry  Get to know the skills herself with the skills required in the industry	Updated to the technological advancements in his/her domain  Self confidence  Motivation and determination  Motivation and determination  Shares the experience with his/her friends and helps them getbenefited.  Stay com with the recruit of the state of
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?	Job seekers interact interact with the with the job recruitersto seekers know about industry the potential	You can interact by chatbot  Skills upgradation recommendation by chatbot	Applying for recommendedjob the new job application openings inthe website openings deadlines	Looking ahead for the experience withthe offer letterfrom the company him/her get employed letters applying the company him/her get employed letters applying the company letters applying the
Goals & motivations  At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Job Seeker:To get their dream job offer.  Job Recruiter:easy process for recruiters.	Job seeker: To get the right job the right job  Job Recruiter: To choose the potential candidates for their organization	Job seeker: To update and fine tuneresume and cV tests and interview Job recruiter. To thoroughly assess the candidates	Job seeker: To finish the background clearance and getthe offer letter as soon as possible  Job seeker: good career growth get fired
Positive moments What actions are typically joyful, fruitful, entertaining, inspiring, lovely, or exciting?	To be able toapply to the dream companies without any fees.  To be able to apply to Companies without face to face visiting the company	waiting for new Optimistic about thenew start	New skill by attending and knowledge interviews	Got job offer from dream company  Self Confident  Financial Security  Professional growth
Negative moments What actions would a typical person find difficult, annoying, upsetting, expensive, or time- consuming?	Pressure	Pessimistic thoughts of not getting the right or job Unqualified	Frustration due to Fear of Negative Fear of getting rejected by Employment thinking and earning a Fear of the companies Scams depression living life	Didn't get job offer from dreamcompany Imposter syndrome
Areas of opportunity  How might we make each step better? What ideas do we have? What have others suggested?	Clear explanation of the job description	Registeri ng/ logging in though	Fake job alert and filtering	Send job  Send opportunitie congratulator email  email  Send job opportunitie s through emailfor better