




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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Document an existing experience

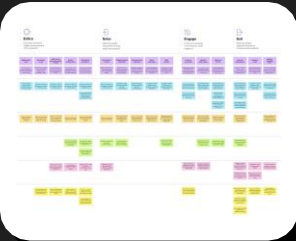
Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

Date	18 October 2022
Team ID	PNT2022TMID02811
Project Name	Project – Skill / Job Recommender

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Gathering the users Details</div> <div>Comparing details</div> <div>Notification</div> <div>Gathering a information based upon user skills and experience</div> <div>Comparing the users details with the job description</div> <div>Notification send to the users viaEmail</div>	<div>Login</div> <div>Creating a login page for users and admin</div>	<div>Chatbot</div> <div>Location</div> <div>Description</div> <div>provide a chatbot for users queries</div> <div>users can choose the location based their job</div> <div>Provide a job description</div>	<div>Take test</div> <div>Searching a job</div> <div>Users can Take test to improve their your skills</div> <div>Users searching a jobs based ontheir skill</div> <div>Provide resources for skill aplicant is lacking.</div>	<div>Return in a login page or Homepage</div> <div>User definitely Choose a Good job and would Improve their skills</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?<ul style="list-style-type: none">People: Who do they see or talk to?Places: Where are they?Things: What digital touchpoints or physical objects would they use?</div>	<div>Customer</div> <div>Company or Home</div> <div>system</div>	<div>Users</div> <div>Home</div> <div>System</div>	<div>Users</div> <div>Home</div> <div>System</div>	<div>Users</div> <div>Home</div> <div>System</div>	<div>Users</div> <div>Home</div> <div>System</div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help meavoid...")</div>	<div>Develop a Skills</div> <div>Get a job</div>	<div>Gain knowledge</div> <div>Improve Communication</div>	<div>Clarify queries</div> <div>Wow! It is literally a great place to get a job.</div>	<div>improve their skills</div>	<div>It helps to finding a good job</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Way to land in Great job</div>	<div>Curious</div>	<div>Learning many technologies</div>	<div>Happiness</div>	<div>Relieved and Fulfilled</div> <div>Gratified</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>lose our chance</div>	<div>I'm not able to login</div>	<div>Furious</div> <div>I am not able to find a new job</div>	<div>Tensed</div> <div>I want to exit out of the site</div>	<div>Tired</div> <div>I am not sure if I want to extend.</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>creating a chatbot for users queries</div>	<div>users can choose the location and get cleaving job</div>	<div>Users can searching a job</div>	<div>Can improve their skills</div>	<div>Finding a suitable job for the job seekers and to provide good resourceable persons for the recruiters</div>



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