





Team ID	PNT2022TMID29602
Project Name	University Admit Eligibility Predictor
Title	Customer Journey Map

Journey Steps	Discovery	Analysis	Prediction	Output
Actions	User discovers our website	Required details are filled as input The system analyses the given data based on the model trained	The system is trained with various Machine Learning models The accuracy of each model is compared The model providing high accuracy is considered and trained Based on the input, the output is predicted	The input is processed by the trained model and the results are obtained The results are displayed on the final screen as positive or negative
Needs and Pains	Problem to discover the website To know the possibility	Data cleaning and transformation To choose the best model To find the high accurate model	Time taken to obtain results Customer needs to find out the website that results in correct prediction	The predicted result must be in relatively with the actual possibility Must be trustworthy
Touchpoint	The user identifies the website	The user enters the required details	The user clicks on the predict button The user will be directed to the results page	The user is directed to the pages based on the obtained results A single line result predicting whether or not the user has a possibility to get admitted to that university
Customer Feeling				
Opportunities	Easy availability to predict the results	Enter the details accurately in the specified format.	Low latency	The results must be accurate False prediction leads to develop false hope