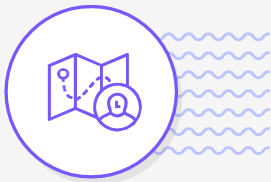


Project Design Phase-2

Customer Journey Map

Date	16-October 2022
Team ID	PNT2022TMID20642
Project Name	University Admit Eligibility Predictor



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.

Created in partnership with  Product School

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





Document an existing experience

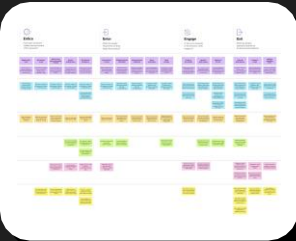
Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP

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



<div><div>SCENARIO</div><div>Browsing, booking, attending, and rating a local city tour</div></div>	<div><div></div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div></div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div></div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div></div><div><div>Steps</div><div>What does the person (or group) typically experience?</div></div></div>	<div><div><div>PREDICTION MODEL IS SUITABLE FOR SCHOOL COMPLETED STUDENTS</div><div>After completion of schooling students search for best colleges using prediction</div></div><div><div>ONLINE WEB APPLICATION ABOUT ANY PREDICTION MODEL</div><div>The students searches for best prediction websites</div></div><div><div>VISIT WEBSITE</div><div>The student finds our model for predicting the admission and uses it</div></div><div><div>CHOOSE THE PREDICTION MODEL BASED ON RATING</div><div>The student chooses our model to be the best to do the prediction</div></div></div>	<div><div><div>REGISTERING</div><div>Students register using separate username and password</div></div><div><div>FILING THE STUDENT DETAILS</div><div>After registering students need to fill the required fields for prediction</div></div><div><div>SELECTING REQUIRED UNIVERSITY</div><div>Students need to select multiple number of colleges they wish to join</div></div></div>	<div><div><div>GETS PREDICTED OUTPUT</div><div>Gets the results of the colleges through the prediction based on their choices</div></div><div><div>CHECKS FOR OTHER UNIVERSITIES</div><div>Students can also search other colleges if they are not satisfied</div></div><div><div>GETS DETAILS ABOUT THE PREDICTION</div><div>Students can get the entire details to their desired colleges to join through our predictions</div></div></div>	<div><div><div>LEAVE TO EXIT</div><div>After getting required the required prediction can leave to exit page</div></div><div><div>SUBMIT THE REVIEW</div><div>Give the feedback</div></div><div><div>LEAVE THE WEBSITE</div><div>After the submitting the review can leave the website</div></div></div>	<div><div><div>PERSONALISED RECOMMENDATIONS</div><div>Students shall give their opinion</div></div><div><div>PERSONALISED SUGGESTIONS</div><div>Students get suggestion based on their marks for eligible college</div></div></div>
<div><div></div><div><div>Interactions</div><div>What interactions do they have at each step along the way?</div><div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div></div></div>	<div><div><div>Previous users of the software model</div><div>The web browser</div><div>The web browser</div><div>The user interface of the application</div></div></div>	<div><div><div>Register the page in the app</div><div>filing the details of the page in the university eligibility predictor app</div><div>University selection page of the university admit eligibility predictor app</div></div></div>	<div><div><div>Result page of the university admit eligibility predictor app</div><div>University selection page of the university admit eligibility predictor app</div><div>Result page of the university admit eligibility predictor app</div></div></div>	<div><div><div>Exit page of the university university admit eligibility predictor app</div><div>Feedback page of the university admit eligibility predictor app</div><div>Exit page of the university admit eligibility predictor app</div></div></div>	<div><div><div>App notifications</div><div>App notifications</div></div></div>
<div><div></div><div><div>Goals & motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div></div>	<div><div><div>Suggest me to get good model to admit university admit eligibility predictor</div><div>Help me to provide universities to get admitted</div><div>Guide me to know about user interface of the software model</div><div>Help to select the universities</div></div></div>	<div><div><div>Help me to fill the details</div><div>Help me to fill my scores and required details</div><div>Help me to find and choose the required college</div></div></div>	<div><div><div>Help me get the correct prediction about admission</div></div></div>	<div><div><div>Help me to leave the page</div><div>Help me to provide feedback</div><div>Help me to leave the app</div></div></div>	<div><div><div>Help me to know the updates</div></div></div>
<div><div></div><div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div></div>	<div><div><div>A great and user interactive interface</div><div>Provides photos and other details</div></div></div>	<div><div><div>Well developed interface</div><div>Detailed model</div></div></div>	<div><div><div>Predictions with good graphical representation</div></div></div>	<div><div><div></div></div></div>	<div><div><div>Recent updates and suggestions for the user</div></div></div>
<div><div></div><div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div></div>	<div><div><div>A poor user interface</div><div>Less interactive model</div></div></div>	<div><div><div>App with low level interface</div></div></div>	<div><div><div>Unsatisfying output format</div><div>The prediction is not understandable</div></div></div>	<div><div><div>When there is no other facility in the app</div></div></div>	<div><div><div>When the predictions go wrong</div></div></div>
<div><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></div>	<div><div><div>Provides an most appealing interface</div><div>Provide simpler summary</div></div></div>		<div><div><div>Provide a visually enhanced output</div></div></div>	<div><div><div>Provide users with other details</div></div></div>	<div><div><div>Make user update with notifications</div></div></div>



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