

This is the journey of a
Game-Changer

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

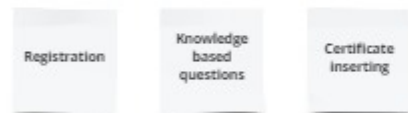
What are their key goals and needs?



What do they struggle with most?



What tasks do they have?



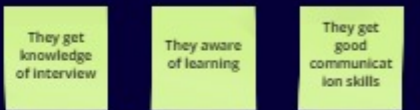
Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	For getting an job	Enter name Enter email address Email Password	By creating an Resume By user interface By making many jobs By making them motivate through an messages	To make them get jobs For get learning make them success in life
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Learning for job Better thinker	If learned properly job must be offered customers resume Customer profile	Customers will learn from doing mistakes cheer up messages can make them motivate Customers must aware for their knowledge Being a truthfull customer	Critical thinking for solving Kind hearted to gain others Best way to get improvement
Touchpoint What part of the service do they interact with?	Provided several categories of job	Better user interface Easy finding of needed menu's Complain menu will provided	Create feed back Through feed back all problems in this can be removed Search jobs what he/she needs Onboard registration	Self learning some skills through website links Search engines link for search purposes Chat bot can be provided for help in websites
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	👍	😡	😊	🎉
Backstage				
Opportunities What could we improve or introduce?	Customer needs to improve their knowledge	Intrested to learn new skills	Don't waste time be active to get success	Use of times to make in learning good things
Process ownership Who is in the lead on this?	Person who need job	Developer needs to create new features	Daily practices make them success	Every person with intrest need to do this

What changes for them?

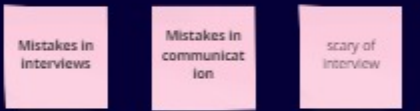
Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?



What can they finally avoid doing?



What changed in my environment?

