SCENARIO

Job seekers seeking for the job



### Initial

How does someone initially become aware of this process?



### Experience

What do people experience as they begin the process?



### **Process**

In the core moments in the process, what happens?



# Quit

What do people typically experience as the process finishes?



## **Extend**

What happens after the experience is over?



### Steps

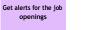
What does the person (or group)



typically experience?



from the job openings which fits for their skills.





into the job portal, the home page will appear

with sign in / signup





The users search for the job suits for their skills



Reads the

description

Chatbot will help the clicking apply now button then fills the users to clear their queries. application form

Chatbot

get the calls from te  $% \left\{ 1,2,\ldots ,n\right\}$ corresponding HR of the company

Get calls from the

applied company

The user will get the job alerts that matches to their skills

Get alerts to your

mail

form and submit it successfully through online

Successful apply of

job application

The user fills the

Receive job alerts

Get job alerts if the

user dataset and job

description match

Gets calls

Receive calls from the HR of the

company



### Interactions

What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Job Places: Where are they?
- **Environment:** what is the environment?



Interaction with the HR calls

Interaction with Home Page

Interaction with

creating profile

Login page, if he/she has signed up

Signup/register page if he/she is a new

job search

Interaction with the list of jobs in the web page

Interaction with the application while filling the form

nteraction with the chatbot

Interaction with mail

People interacts with a server.

experience in applying for the jobs through online

Interaction with HR



### Motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")



Help me to avoid the wrong entered

Help to apply for the

Give alerts when there is job opening matches to my skill set.

Display the right job according to the search

Chatbot will clear the queries from user

Update the

Get the job alerts to your mail

The application process will move further

The user will get the right job to explore their skills

Easy apply for the

User gets the right



### Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



happy and feel free to apply for the jobs

Customers are excited to use the user-friendly application

happy if the application moves to further process

the list of job openings as per their skills

Users feel anxious to apply for the new role

lots of time while applying through onlne

The users will be happy after getting the right job



# Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Customer feels upset if their application is rejected

Takes time to use the application

User-friendly

application

When the application status fails, the user gets upset

Customer will dissatisfy If the responses are

unclear

Customer feels sad when the application process fails

Customer feels low when there are no job alerts

The user will get sad when there is no update from the application



# Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Easy to apply for

Online job portal

Suggests the right job for the skilled person

Gives correct job for the job seekers

Beginner, Intermediate, Expert levels will be description

Matches the skills and give alerts to mail

Contact the HR for further process of application

Job seekers can

Chatbot clears the user's query