Project Design Phase-2

Customer Journey Map

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Team ID	PNT2022TMID23586
Project Name	University Admit Eligibility Predictor
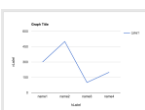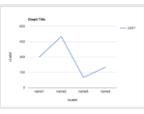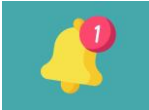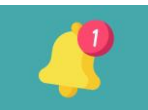
Customer experience journey map

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.

UNIVERSITY ADMIT ELIGIBILITY PREDICTOR

A software model that focuses on students who need to join a university and predicts the probability of getting admitted into the desired university based on the selection parameters to reduce the tedious and time-consuming process of searching for the best option.

SCENARIO
Online platform to predict university admit eligibility for the students who have completed their schooling.

Journey Stages

Entice
How does someone initially become aware of this process?

Enter
What do people experience as they begin the process?

Engage
In the core moments in the process, what happens?

Exit
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?

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.

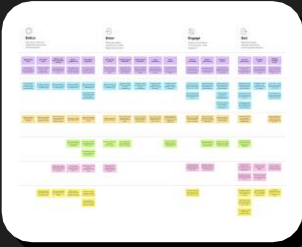| Entice				Enter			Engage			Exit			Extend	
SCHOOL COMPLETED STUDENT SEARCHES FOR A PREDICTION MODEL	ONLINE BROWSING ABOUT ANY PREDICTION MODELS	VISIT WEBSITE OR APP	CHOOSE THE BEST MODEL TO DO PREDICTION	REGISTERING	FILLING THE STUDENT DETAILS	SELECTING REQUIRED UNIVERSITY	GETS PREDICTED OUTPUT	CHECKS FOR OTHER UNIVERSITIES	GETS DETAILS ABOUT THE PREDICTION	LEAVE TO EXIT PAGE	SUBMITS REVIEW	LEAVE THE WEBSITE	PERSONALISED RECOMENDATIONS	PERSONALISED SUGGESTIONS
After completion of schooling students search for best colleges using prediction	The students searches for best prediction websites	The student finds our model for predicting the admission and uses it.	The student chooses our model to be the best to do the prediction.	Students register using separate username and password	After registering students need to fill the required fields for prediction	Students need to select multiple number of colleges they wish to join	Gets the results of the colleges through our predictions based on their choices	Students can search for other colleges if they where not satisfied with our predictions	Students can get the entire details of their desired colleges to join through our predictions	After getting the required prediction students can leave to exit page	Give the pros and cons of the prediction	After submitting the reviews students can leave the website	Students can give personal opinion about the predictions to strangers	Students get suggestions based on their marks for eligible universities often.

Interactions
What interactions do they have at each step along the way?
- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

Entice				Enter			Engage			Exit			Extend	
Previous users of the software model or the browser	The web browser	The Web Browser	The User Interface page of the University admit eligibility predictor app.	Register page of the University admit eligibility predictor app.	Details filling page of the University admit eligibility predictor app	University selection page of the University admit eligibility predictor app	Result page of the University admit eligibility predictor app	University selection page of the University admit eligibility predictor app	Result page of the University admit eligibility predictor app	Exit page of the University admit eligibility predictor app	Feedback page of the University admit eligibility predictor app	Exit page of the University admit eligibility predictor app	App notifications	App Notifications

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

Entice				Enter			Engage			Exit			Extend	
Help me get a good working model to admit university admit eligibility predictor	Help me predict about the universities to get admitted	Help me understand about the software model	Help me select the universities	Help me register my details	Help me fill my scores and required details	Help me search and select the required college	Help me get the correct prediction about admission			Help me to leave the page	Help me to provide feedback	Help me to leave the app	Help me to get frequent updates	

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

Entice				Enter			Engage			Exit			Extend	
A good and interactive user interface	Photos and other details about the model			Well developed interface	Detailed model		Predictions with good Pictorial / graphical representation						Frequent updates and suggestions for the user	

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

Entice				Enter			Engage			Exit			Extend	
A poor user interface	Less interactive model			App with low level interface			Unsatisfying output fromat	The prediction is not understandable		When there is no other facility in the app			When the predictions go wrong	

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

Entice				Enter			Engage			Exit			Extend	
Provide an appealing interface.	Provide a simpler summary to avoid information overload						Provide a visually enhanced oputut			Provide users with other details			Updating users with useful notifications	