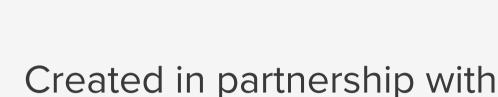


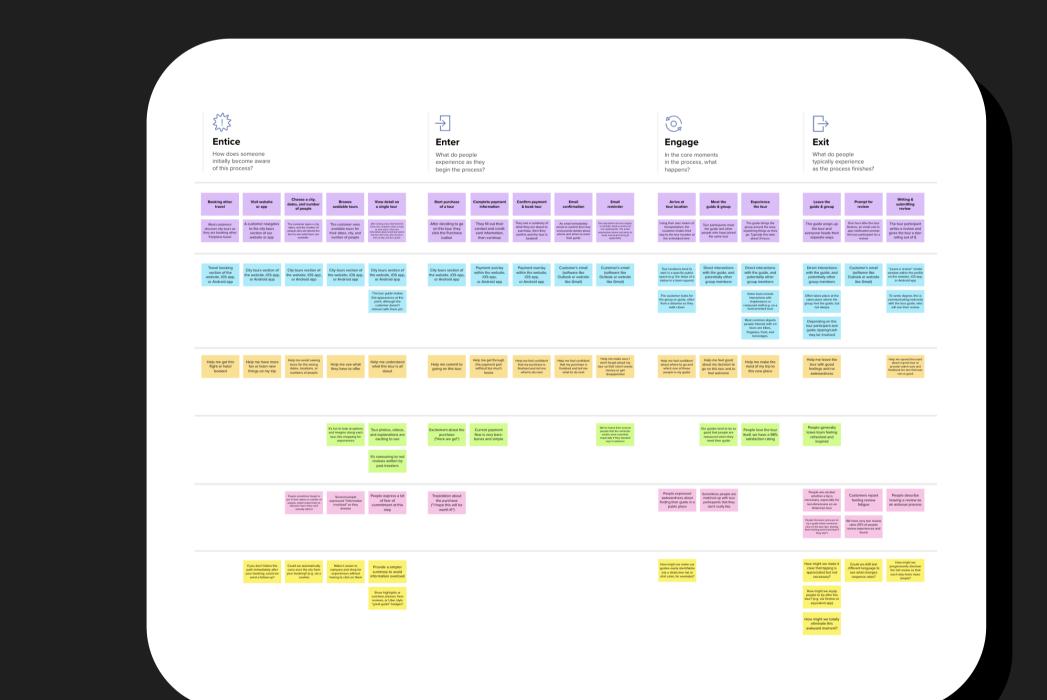
Customer experience journey map

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.



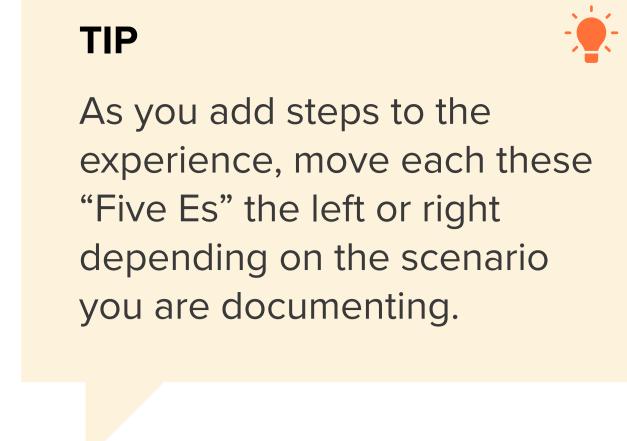


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Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



Browsing, booking, attending, and rating a local city tour	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?	Checking the Other Website's Searching of Colleges The User Login the website ONLINE BROWSING ABOUT ANY PREDICTION MODELS The student fnds our model for predicting the admission and uses it. The user Login the website The user Login the website	USER REGISTRATION/ LOGIN ENTER GRADES AS INPUT SELECT UNIVERSITIES Students need to select multiple number of colleges they wish to join Students register using separate username and password	Scores entered and After the selection of the college, the course selection is selected will be analyzed. After completion of analysis, the frst result of the availability of the selected college by the candidate. After completion of analysis. Then if the candidate is not satisfed with the result, the set of results will be provided of the available list of other colleges. If the courses are not precise to the students, then the courses from other courses from other candidate is available in the college and the courses the candidate is eligible to apply are displayed.	LEAVE TO EXIT PAG SUBMITS REVIEW After getting the required prediction students can leave to exit page Give the pros and cons of the prediction cons of the prediction prediction LEAVE THE WEBSITE After submitting the reviews students can leave the website	PERSONALISED RECOMENDATIONS Students can give personal opinion about the predictions to strangers PERSONALISED SUGGESTIONS Recommending the changes that can be done in the website to have a better experience the next time
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?	The user gives the details to the client on the requirements. of the website. The details entered by the user in web portal will be verifed with the database and allows access. The user interaction will take in person to get to know of the requirements The details entered by the user in web portal numbering of the activities to build the product The details entered by the user in web portal vill be verifed with the activities to build the product The numbered tasks is been carried out to design the product The numbered tasks Index card based numbering of the activities to build the product The product The numbered tasks The numbered tasks The numbered tasks The numbered tasks The velout to design the product	Register page of the University selection page of the University admit eligibility predictor app. Source that is going to be used to check the working of the model? Algorithms selection page of the University student scores and college lis Algorithms going to be used for training the dataset the University admit eligibility predictor app	The page loads within 3 to 5 seconds of clicking the link The page works even if the number of users is high in working of the website The product is been tested at customer sites How much the prediction rate can be expected from the model? Will the colleges be displayed besides the user selection?	Exit page of the University admit eligibility predictor app Customer's email (software like Outlook or website like Gmail) Exit page of the University admit eligibility stress and profle on the website, iOS app. or Android app The expected response from the product side for the University admit eligibility predictor app	Server time to be analysed Getting to know of the resources to be used for the website development Recommendations span across website, iOS app, or Android app
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Easy of use of the website / demo is recommended Display the available list of universities in the website Help me get a good working model to admit university admit eligibility predictor Showing the list of colleges that are available in the portal.	Course cut-off based prediction needs to be made. Help me get through this payment part without too much hassle Gather and display course and university information Help to enter required academic admission details Predicting the colleges on the scores obtained.	Ease to add or update scores Allow viewing universities with filter criteria Allow selection of multiple desired universities Display the results after analysis Display the admit feasible university details Analyze the selected university along with candidate information	The need to re-login can be made based on user's wish Help to successfully log out of the website Save the user search history in the database	Update or Improve from user feedback Notify user with frequent update Necessary steps for updating the website needs to be made based on the feedback
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Having a good UI design making to comfortable to use. Allow to check whether a university is available in the website or not Avoid repetitive login login to the web application Tour photos, videos, and explanations are exciting to see Tour photos, videos, and explanations are exciting to see	Provide accurate prediction The list of colleges and universities to choose from. The scores are visible to enter only after filter of exams by the user The scores are visible to enter only after step of exams by the user The scores are visible to enter only that supports ease access The list of colleges and model Current payment fow is very barebones and simple	Ease to update details Allow to change preferences Varying view of the university list based on scores Accuracy of about 90 to 95% Accuracy of about on scores Easy to add scores and differentiation of scores Lots of choices of colleges abroad along with the scores	gSatisfaction of receiving the right career college to go. Reduces the worries among parents and students Reduces the time to go in search of individual colleges	24 / 7 working gives the access to the user at anytime of the day Feedback is asked to make the users to report their issues Server Downtime reduced Lots of options to explore makes the user to recommend and revisit
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	High Server Response Time Incorrect user authentication The password or email is been said as invalid when trying to login? Incorrect user interactive model Repeated Login, even the internet connection is lost or closed the tab.	The college list is not sufcient to select for prediction Abroad college list not available Abroad college list not available Insufcient List of universities Confned to a particular state	Not enough guidance to use the website Shows error of not coinciding with the marks with the college Not enough scores to enter and predict the colleges Insufcient information for prediction and training Poor Prediction Accuracy People expressed awkwardness about finding their guide in a public place	No proper support and help Unstable and inconsistent information Unable to report issues	Password reset takes long time No inclusion of competitive exams Mail services take too long to respond Forgot password takes long time to send the link to mail
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Provide user appealing interface Provide simple summary to avoid information overload To collect scores from many students, to increase the efciency Provide simple summary to avoid is to be introduced, to avoid repetition What are the essential student details that needs to be obtained to have a better experience	College list can be extended from one state to multiple states. Displaying the results of the college already visited in the dashboard. Extending the list for foreign universities	What will be the prediction rate vary for courses and colleges? Can the prediction rate be exactly 100%? Will the prediction rate vary for courses and colleges? If the idea of abroad institutions, what are required to do the analysis. If the idea of abroad institutions, what are required to do the analysis.	Can the viewed results of the college be sent to email of the user? Do the individual user needs to retype the scores again or can be set as default of the frst search?	Will this be product be commercialized on a public sector level? Esides university prediction, is there any other thing can be included in the website? The feedback from users be used for updating the website Updating users with useful notifications