

SCENARIO

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?

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Extend

What happens after the experience is over?

🔄

Steps

What does the person (or group) typically experience?

Apply for the job

Get alerts for the job vacancies

The users can submit job applications

Users receive notifications of job vacancies that match their skill set

User signup/sign in page

Create the profile

The users home page with sign in / sign up will appear when they access the job portal

The user should create the profile with correct details and upload the resume.

Looks for the job

Reads the description

Apply for the job

Chatbot

Get calls from the applied company

Get alerts to your mail

The users look for jobs that match their skill set

The users read the job description which includes information about necessary talents Company reputation etc.

By selecting apply now button fill out application form for the position

Chatbot will help the users to clear their doubts.

The company's relevant HR department will call the candidate

The user will receive job notifications that matches to their skill set.

Successful apply of job application

Receive job alerts

The user completes the form and successfully submits it online

Get job notification if the user skill set and job description match

Gets calls

Receive calls from the HR of the relevant company

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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?

Interacting with the website

Having conversations with HR calls

Interaction with Home Page

Interaction with the login screen, if the user has already registered

Interaction with the sign-up or registration page if user is a new one

Interaction with creating profile

Interaction with job seekers

Interaction with the job listing on the website

Interaction with the app while filling out the form

Interaction with the chatbot

Interaction with mail

People communicate with a server.

The customer gains experience when applying for jobs online.

Communicate with HR

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Goals & motivations

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

Help me find the suitable job to apply for

Help me prevent entering the incorrect dataset.

Help with the job application

Send me alerts when a position becomes available that fits my skill set.

Display the appropriate position based on your search

Chatbot will clear the doubts from user

Update the application status

Get the job alerts to your mail

The application procedure will proceed

The user will be placed in the ideal position to develop their talents

Applying for a job is simple.

User lands a good job

😊

Positive moments

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

Customers will be pleased and will feel free to apply for employment online

Customers are eager to use the intuitive application

If the application continues to process, the consumer will be delighted

Customers are excited to see a list of positions that match their talents

Users are hesitant to apply for the new position

The customer will save a tonnes of time by applying online.

The users will be content after they land the ideal position.

😞

Negative moments

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

If a customer's application is declined, they become displeased

Utilizing the application requires time

The user is furious when the application status is unsuccessful.

If the responses are ambiguous, the customer will be unhappy.

When the application procedure fails, the customer is upset

When there are no job alerts, the customer is disappointed

When the application doesn't release an update user will be disappointed.

💡

Areas of opportunity

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

Easy to apply for jobs

Online job portal

User-friendly application

Suggests the ideal position for the skilled individual

Provides suitable employment for job seekers

Each job description will have levels for beginners, intermediates, and experts

Matches the abilities and sets mail alerts

To continue the application process, get in touch with HR

Job searchers can quickly look for jobs.

Chatbot clears the user's doubts