

## Customer experience journey map

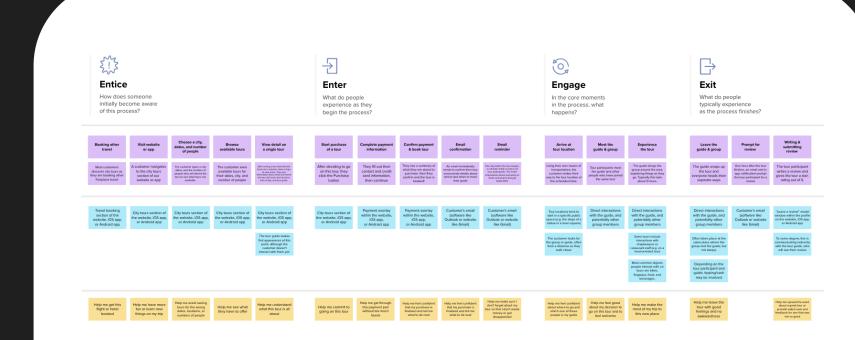
Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish.

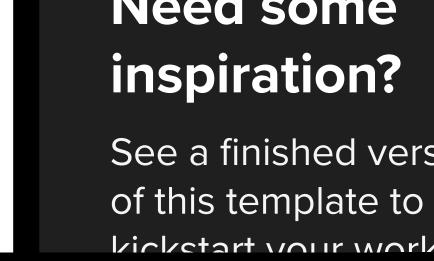
When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

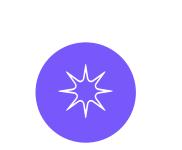
Created in partnership v





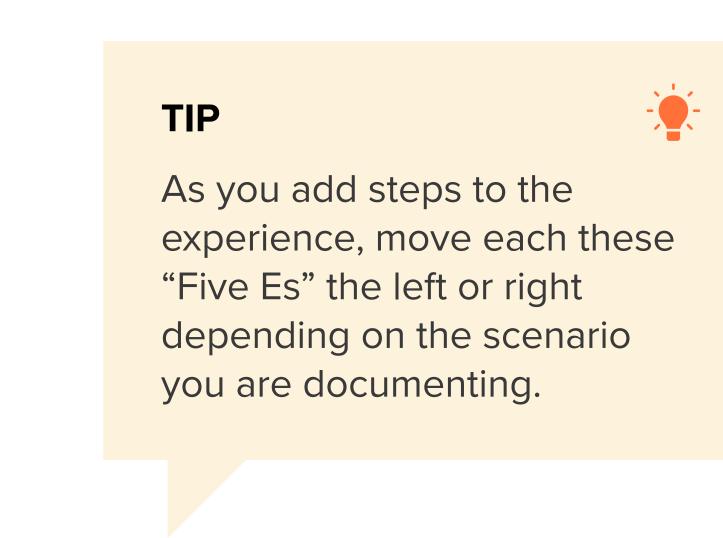






## Document an existing experience

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.



## Project Name - Skill / job recommender a

Team ID - PNT2022TMID07186

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?	when a person cant able to find a job, then he/she will be desperate to find jobs  Step 2  as a person is more desperate for the job, then he/she will find out the best application for recommendation.	User interface should be in simple terms so that the user understands the working of the application	User uploads resumes for searching recommendations	From the resume the skills are parsed and jobs will be recommended	Step 6  The recommendation will be displayed along with necessary job details	User feels happy when a proper job offer is received
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?	when a person faces difficulty for recruitment then he/she will use our application  interaction will be made through computer or laptop.	User can easily upload the skill set	decrea	on time of the opplication eases as the estion loads	Once the job recommendation loads the user can approach via the employer or via application	Job seeker and experience ones can easily get job recommendations
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	Help me in getting a perfect job for my skillsets.  avoid unwanted suggestions	Reduced time and space complexity increases the efficiency of application	To make t understan of appli	e the users and the use polication	Job search API is used for recommendations	Features provided in the application will be user friendly
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	When the user find a perfect job /right job, that makes them satisfied	When a user finds difficult for a job, our application will suggest and recommend many new jobs.	Plenty of recommen poss	of proper endations is esible	User can have physical or online interviews	
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	user gets irritated when their suggestion doesn't match with their skillsets	When the user couldn't find any job recommendation		may get ed when it eore time to oad	When the app is not user friendly and the job search API couldn't find jobs	
Areas of opportunity  How might we make each step better? What ideas do we have?	Easy availability of suggestions tie-ups with many companies	Need of more details from the user for accurate recommendation	Online into possi	nterview is esible	Quick and efficient recommendations	