

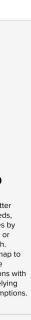
## Customer experience journey map

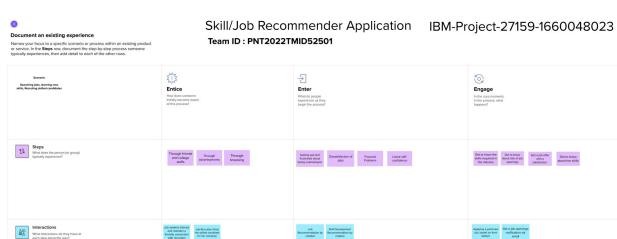
Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership wit

Product School

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Goals & Michaelton

What interactions do they have of the same of

Positive moments
What steps does a lypsoid person
ord regrounds, production, for
controlling skipting or setting
whether the steps of the step of the steps of the step of the

Free one-to-one mentor assignment

Negative moments

Societal spread person preading person preading person person

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

People: Who do they see or talk to?
 Places: Where are they?

Registration is done through chattot job seeter Marines and seeder or conclusions of the conditions and seed the conditions and seed and interviews best and interviews best and interviews.

Gain self confidence by attending mock interviews

Gain new skills

Fear of Didn't get a job employment offer from the scams dream company

Fake job detection

Get job offer from dream compeny

Job satisfaction motivated and trained

Financial security Professional growth and improvement in her attitude.

Job seeker will obseeker will not gain a good fired from her career growth.

Extend

Shares the maintain a friendly experience gained connection with a in ther job journey, recruiters.

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The state of the s





Optimistic about that new start

Feeling Fear of Fear of unskilled or unqualified rejection future