Templa



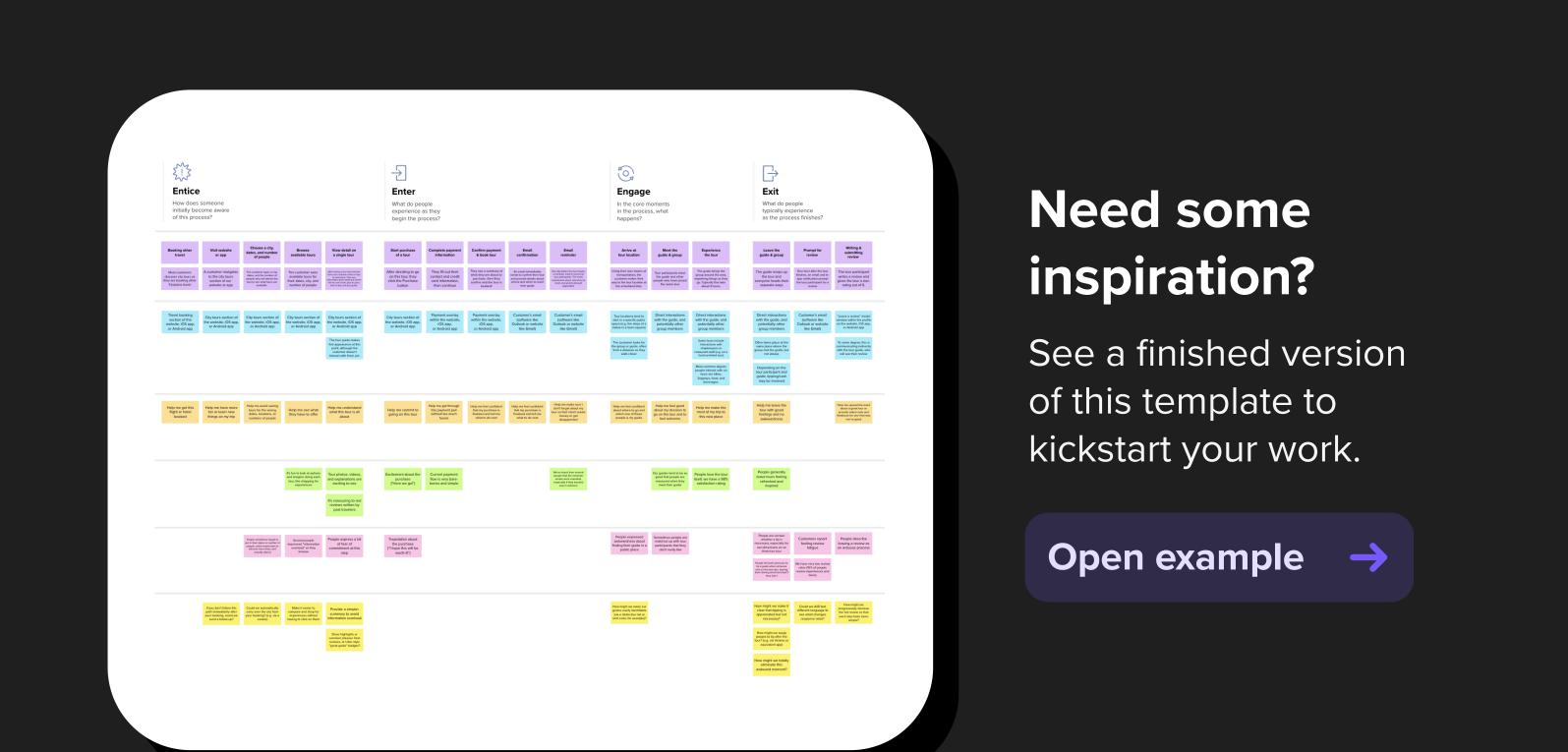
Customer experience journey map

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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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.

Team ID PNT2022TMID13322

Project Name University Admit Eligibility Predictor

Scenario Searching for Universities, Entering grades, Checking for eligibility criteria	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?	Enquiry Visiting College Campus University Predictor The users enquire friends,family about universities The user would visit the college and gather information Students enter into website by using signup and login credentials	Sign up and Login The user interface have 2 options like sign up and login where user can register and login through website using their credentials After enter into website the user can enter their scores for checking their eligiblity After enter into website the user can check wheather their grades are enough or not for a university.	The prediction process would happen based on the marks that provided by the use and they can switch to GRE,TOFEL scores according to their convenience	Since by this process the customer can determine wheather there is a chance for them inorder to get into desired university	The user experience is the important part which helps in upgrading the project for better use.
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 student would give the information in order to log in and will get verified at the back end The user would give the information based on their requirements The user can see the guideliness for using the portal and can see how the results would get calculated. Interaction can be using by using these devices Laptops,Computers Android and Smart phones	ML model helps for the prediction of eligibility The dataset contain different kind of student scores and different universities Algorithms include KNN and logistic regression can be used Dataset would collected and preprocessed before giving to model	The model gets trained and tested again and again until it reaches better accuracy The scalability and usability of the web would be higher Algorithms include KNN and logistic regression can be used	Is the information given by web is accurate? Will the helpline for doubt clarification provided?	The cost and money requirements would get analyzed The customer provided with the sample test of product that gets developed
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	User Friendly Interface Includes maximum list of universities Clear guidance of for using the portal	Helps to get accurate predictions Providing the analysis based on the scores that given by the students	Easy altering like insert update and delete Add additional scores for determination	Abroad colleges list would be separated for easy understandability	Upgrade would done regularly based on the feedback collected from user Feed back and remedies would done quickly
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Showing list of colleges and eligibilities Comfortable interface Utilizing Search Engine Optimization	Filtering process allows user to experience enrichable experience Particular college criteria can be seen effectively	Providing demo for the users who is using the web for the first time Satisfaction after seeing the possibilities Seeing the possibilities	Helps students for their career Immediate response for the queries	Customer issues get solved as quickly as possible Suggestions would be collected from users and updated regularly
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The response time may occur as slow Repeated login if connection get lost	Repeated login	If the user didn't give proper scores and not enough scores entered in website		Enable different options for different predictions
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Possible list of universities as and testing until the maximum as possible would get included Repeated training and testing until the model reaches better accuracy	College list that checked would seen in recent activity	How would be the prediction rate? How much is the scalability of the web?	The information related to university gets cross checked Do the user have to retype the score for each phase of university checking?	Would the product achieve success in the current environment?