

Skill and Job recommendation system

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?	Browsing about jobs Visit website or apps Choose the job Classified are outdated Detailed view Classified are outdated A customer navigates to different job offer section of our website or app A customer navigates to different job offer section of our website or app A customer navigates to different job offer section of our website or app A customer navigates to different job offer section of our website or app A customer navigates to different job offer section of our section of our website or app A customer navigates to different job offer section of our section of our website or app A customer navigates to different job offer section of our section of our website or app A customer navigates to different job offer section of our section of our website or app A customer navigates to different job offer section of our section of our website or app A customer navigates to different job offer section of our section of our section of our website or app A customer navigates to different job offer section of our se	Start learning courses Complete the profile They fill out their profile by entering the academic details Customers can learn courses to improve their skills They fill out their profile by entering the academic details Customers apply and post the jobs available with all the criteria An email immediately sends to confirm their sign in and provide details about the course or job	Gain skills Meet the recruiter and seeker Skills can be gained by attending our courses Both the recruiter and job seeker can contact each other Customers can explore various kinds of jobs	Get your job Learn new skills Writing & submitting review Customers can learn new skills from our courses. The customers writes a review and gives star out of 5	Notification through email Customer can get notifications about their applied jobs via email We recommend new courses to the customer to gain skills Customer can view the saved posts in their own profile.
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 job seeker makes first appearance at this point, although the recruiter doesn't interact with them yet. Online employment section of the website, IOS app, android app The recruiter verifies the academic certificates and resume of the seeker.	Sign up within the website, iOS app, or Android app Customer's email (software like Outlook or website like Gmail)	Direct interactions with the recruiter, and job seeker Most common objects people interact with on jobs are experienceand academy The customers interact with the chat bot	"Leave a review" model window within the profile on the website, IOS app, or Android app Direct interactions with the recruiter, and job seeker Customers apply and post the jobs available with all the eligibility Customer's email (software like Outlook or website like Gmail)	Customer's email (software like Outlook or website like Gmail) Recommendations span across website, iOS app, or Android app Completed experiences section of the profle on the 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")	Help me to learn new skills Help me to sign up Skills Help me understand what this course is all about Help me to learn see what they have to offer	Help me feel confident that my login is finalized and tell me what to do next Help me commit to learn this ne course Help me through this profile buildup part without too much hassle	Help me make my most of the recommendation relevant to the recent search Help me feel good about my decision to attend the rourse Help me make sure I don't forget about my registered course	Help me leave the app with good job and skills	Help me spread the world about a great experience from this app.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Jobs are easy to find Need a platform to find job	We've heard from several people that the reminder emails were essential. Excitement about the job offers ("Here we go!")	People love the courses, we have a 98% satisfaction rating Our services tend to be so good that people are reassured when they meet the recruiters	People generally leave the app with lots of skill learned	Customers can again view on their already viewed courses.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Seeking job is the pain in the neck Entering the details of fear of commitment at this step People express a bit of fear of commitment at this step	Trepidation about the job	Jobs on newspaper are difficuilt to find Sometimes people are matched up with the job that they don't really like	Customers report feeling review fatigue People describe leaving a review as an arduous process People describe very low review review rates	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Provide a simpler summary to avoid information overload Need more new courses Need more new job offers		How might we make our jobs easily identifiable	How might we progressively disclose the full review so that each step feels more simple? How might we totally eliminate this awkward moment? Get the notification at immediately	How might we extend the connection to the recruiter and the seeker?