












Project Design Phase-II Customer Journey Map

Date	8 October 2022
Team ID	PNT2022TMID06653
Project Name	University Admit Eligibility Predictor
Maximum Marks	4 Marks

	 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?	<div>Study Abroad</div> <div>Join clubs that interest you, or start your own club. Leadership is a great way to get involved.</div> <div>Listing requirements and finding solutions</div> <div>Strike up a conversation with the people next to you in that two-hour lecture.</div> <div>Offer to form study groups and team up on homework.</div> <div>Greek Life, Clubs, Sports, Extracurriculars</div>	<div>Students must join according to their eligibility criteria</div> <div>Learning and follow the rules</div> <div>The students must built a friendship</div> <div>The students learns to use our Software</div>	<div>The encouragement of a questioning spirit</div> <div>Experiencing</div> <div>Freedom of thought and expression</div> <div>freedom from discrimination</div>	<div>Communication skills</div> <div>Writing and submitting feedback</div> <div>Critical thinking and problem-solving</div> <div>Gain direction for your future career</div>	<div>Making his routine and developing the skills</div> <div>We should chose the career path of the future</div>
 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?	<div>Good studens are good communicators, organized and conscientious.</div> <div>Must approach only real online university website only.</div> <div>Check the accreditation of online degrees. Avoid universities that copy the names of famous institution.</div>	<div>Interact to the UI</div> <div>Getting knowledge about software</div>	<div>Customize the settings</div> <div>changing the action(e.g. Lab requirements,...) for specific sessions</div>	<div>Again changing the settings that worked wrong</div> <div>Verifies that the settings has changed</div>	<div>Recommend this Software to other faculty and students</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>Be a Life Long Learner</div> <div>Become an Efficient, Successful Student</div>	<div>To learn more about the software</div> <div>Clarify Educational Plans</div>	<div>Identify the short-term and long-term goals</div> <div>To avoid complexity</div>	<div>To verify the accuracy of the knowledge</div> <div>Follow the rules; do what has always been done</div>	<div>Students should set priorities and remain motivated towards goal</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Work can be easily done</div> <div>Enchancing new skills</div> <div>Computer with simple webcam is enough</div>	<div>Good and friendly UI</div> <div>No big configurations needed</div>	<div>Mostly accurate</div> <div>Best performance</div>	<div>Work done easily</div> <div>Educational Laboratories</div>	<div>It is productive applicable in various departments</div> <div>Worth to suggest for other studenst</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>The question arises: Is it better than manual browsing?</div> <div>The question arises: Does it work with any webcam and computer?</div>	<div>The students has to remember the various subjects</div> <div>It is not precise and sometimes it is vague</div>	<div>It is less accurate sometimes</div> <div>Focus issues occur sometimes while editing the students information</div>	<div>The user should tweak some settings in order to make the software accurate at next time</div> <div>The user should close the software properly this may take some time</div>	<div>The user will feel inconvenient without this software</div>
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Increase awareness</div> <div>Adding more details and procedures in the website</div>	<div>To increase the support for all kind of devices</div> <div>Increase the support for low quality webcams</div>	<div>To increase the performance</div> <div>To make the software better</div> <div>We can improve the software to work in various conditions</div>	<div>The feedback can be obtained</div> <div>We can collect the input and output data that obtained during process</div>	<div>We can improve the software with the feedback obtained from the user</div> <div>We can increase reliability with the collected data</div>