Skill and Job Recommender Application

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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 with

Share template feedback

SCENARIO
Browsing, booking, attending, and rating a local city tour

DISCOVERY

INITIAL PREPERATIONS

PREPARATIONS AFTER APPLIED FOR JOBS

FEEDBACKS

USER STATUS

Steps
What does the person (or group) typically experience?

- Search for jobs
- User hunts for jobs based on his skills
- User takes a tour to learn about the web application
- Create and submit resumes
- Complete profile by uploading personel details
- User searches for desired companies
- User gets notifications after applied for jobs
- Taking initial assessments of the interview process
- Feedbacks are collected from users to improve their skills
- Feedbacks are collected to improve the application
- Companies are filtered based on user reviews
- User gets personalized recommendations based on his status
- List of applied companies will be notified
- Progress of their quiz assessments will be notified

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?

- Home page of the website
- Search page of the website
- Profile page of the website
- Search page of the website
- Job application page of the website
- Google maps of Job seekers
- Notification page of the website
- Job assessments page of the website
- Gmail of Job seekers
- Feedback page of the website
- Company description page of the website
- Home page of the website

Goals & motivations
At each step, what is a person's primary goal or motivation?
("Help me..." or "Help me avoid...")

- I can find jobs based on my skills
- Help me to understand about the platform
- Help me to upload and create my own profile
- I am getting job related notifications
- Help me to take initial assessments provided by the company
- I am able to get personalized notifications based on my progress
- I am able to see the list of applied companies
- Help me to find my progress in quiz assessments

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

- It's fun to understand about the website
- Happy when seeing jobs preferred based on user skills
- Feels good to see features like creating resumes in the platform
- It's exciting to see my skills matching with company recommended skills
- Relaxed to see when job acknowledgements arrive at time
- It's Useful to see quizes to improve my skills
- It's assuring to see other people views on companies
- it's good to see sharing feedbacks about the platform
- Exciting to see personalized notifications based on my progress
- Happy to see quizes to improve my skills

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

- Feels sad when there is not a tutorial or guide to know about the platform
- Gets disappointed when there are failures in features
- Gets frustated while there is delay in recruiters acknowledgments
- Thinks twice to apply jobs in low rated companies
- Feels sad when there are not features which users wish to have

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

- Make tutorials more easy,simple and understandable
- Customize resume creation according to user wish
- Take steps to avoid late reply from the recruiters
- Show reasons for low rating for companies
- Provide quizes based on the level of skills users have

template to kickstart your work.