

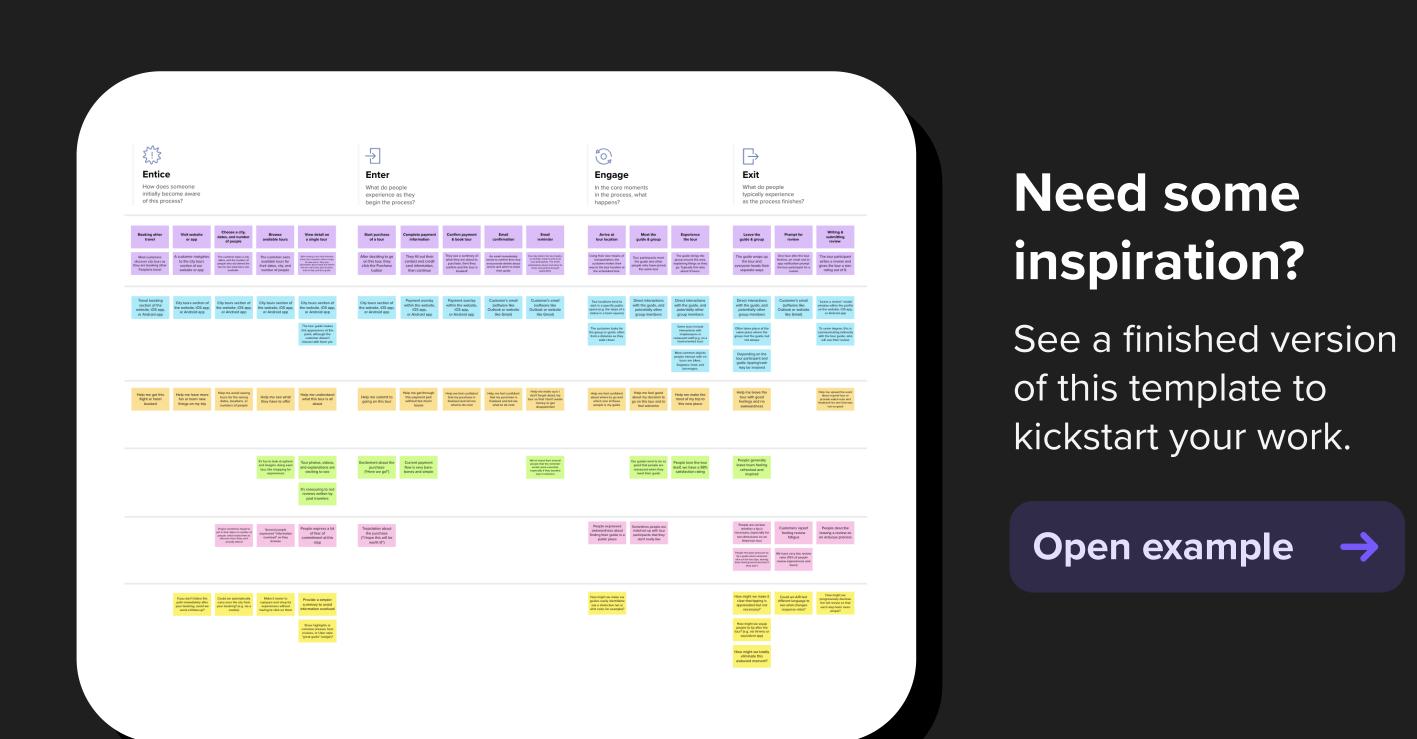
## customer journey map

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

Product School

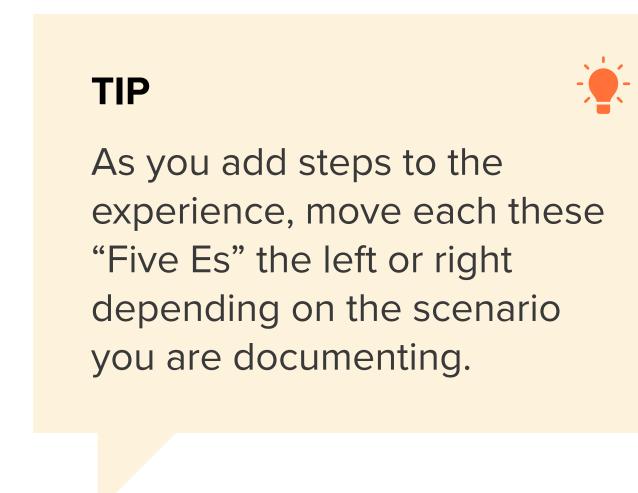
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## Skill and job recommender

Having lots of skills but wondering which job will best suit you? Don't need to worry! We have come up with a skill recommender solution through which the fresher or the skilled person can log in and find the jobs by using the search option or they can directly interact with the chatbot and get their dream job.



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?	most our customers find jobs for their survival  searching in job or web  they search in job recommender websites	account login and registration  customers are asked to register by using email address and password into our app	EXPLORE THE JOB PROFILES WHICH MATCH THEIR SKILL SET	THEY WILL LEAVE AFTER GETTING THEIR DESIRED JOB	THEY DEVELOP OUR APP BY RECOMMENDING OUR APP TO OTHERS
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?	cusomers are asked to interact with our chatbot which gives them their relavant information	cutomer's email address	user engage with chatbot to make their needs possible		
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	help me to get a good job	help me to get into your app	help me to get a good job before i leave	help me to get a good job so that i can recommend other people to use this app	help me to enhance my skills
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	it is pleasure to get a good job good job with good package	it would be nice if i get through this platform on an app	wowl it is literally great the epp gave me a confidence to get a job	the app makes me happy by providing me a good job befor i left	i recommend it to all
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	i am not sure about this app	i cannot able to login	i cannot find new job	i want to exit	i am not sure that if i want to extend
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	if the app provide me enough guidnace if the app provide any placement drive		is the app provide any guidance to follow it		



