



# 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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## PROJECT DESIGN PHASE 2

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Team ID :PNT2022TMID00862  
Project Name : Skill and Job Recommender

<div></div> <div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Search Jobs</div> <div>Take a search tour</div> <div>user discover our website while searching jobs</div> <div>User take a tour and get to know about our application</div>	<div>Submit resume and complete profile</div> <div>Browse company details</div> <div>User submits the profile and completes them</div> <div>User browses for websites for desirable companies</div>	<div>Receives Email</div> <div>Gets notified</div> <div>User gets notification about th registration</div> <div>Detailed information about companv</div>	<div>Feedback and reviews</div> <div>Feedback through chatbot</div> <div>Feedback is collected from users</div> <div>With the help of feedback improvement can be made</div>	<div>Personalized recommendation</div> <div>list of applied companies</div> <div>user gets personalised based on history of application</div> <div>history of applied companies is saved in User's profile</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?<ul style="list-style-type: none"><li>People: Who do they see or talk to?</li><li>Places: Where are they?</li><li>Things: What digital touchpoints or physical objects would they use?</li></ul></div>	<div>homepage of the website</div> <div>Frontend design</div> <div>Design user friendly pages</div> <div>Website Design</div>	<div>profile section of the website</div> <div>search jobs section of the website</div> <div>Editing profile section</div> <div>Searchine Jobs</div>	<div>Customer email address</div> <div>Personal details</div> <div>Customer details</div> <div>Updation of Personal ddetails</div>	<div>Customer Review</div> <div>Reviwes about websites</div> <div>Customer Review from application</div> <div>Details to be edited</div>	<div>Recommendation</div> <div>Profile Section editing</div> <div>Span about Website</div> <div>Profile section of the website</div>
<div></div> <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me to get a JOB</div> <div>Help me to understand</div> <div>Understanding details about website</div> <div>Job required based on requirements</div>	<div>help me to upload my resume</div> <div>Help me to complithe my profile</div> <div>Help me to browse companies</div> <div>Detailed information about the company</div>	<div>Confirmation of the processes</div> <div>Help me receive confirmation mails</div> <div>Checking details about the confirmation done</div> <div>Detailed checking about the confirmation</div>	<div>Companies which can benefit many users</div> <div>Heln to rate companies</div> <div>Benefits of the companv</div> <div>Companies that fulfill the users rrequirements</div>	<div>Help me to decide what to do</div> <div>Decisions made</div> <div>help in decision making process</div> <div>Help me know what i have done before</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>easy usage of website</div> <div>User friendly</div> <div>Datils can be understood</div> <div>User Friendly</div>	<div>Finding companies matching my Skills</div> <div>Cmpanies that fit my skill</div> <div>Companies that match my skill</div> <div>Facilities that best fits me</div>	<div>Gain confidence by attending interviews</div> <div>Gaining new skills</div> <div>develoopime skills</div> <div>improving skills and ability</div>	<div>Got job offer from dream company</div> <div>it's assuring to see other people's opinions about a company</div> <div>reviwes about other company</div> <div>Offers from other company</div>	<div>Professional growth</div> <div>Financial Security</div> <div>Assurance</div> <div>guarantee</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>people get disappointed if they dont see what they excepted</div> <div>Societal Pressure</div> <div>People feel overwhelmed by the amount of information</div> <div>Intormation and detailed collected</div>	<div>People get disappointed if they dont see what they expect</div> <div>Feeling unskilled or unqualified</div> <div>Pessimistic thoughts of not getting the right job</div> <div>people expectations must be fulfilled</div>	<div>Fear of Employment Scams</div> <div>Belief about website</div> <div>Assurance about website</div> <div>Details to be confidential</div>	<div>People think twice when they apply for job</div> <div>Applying to start up companies</div> <div>Dont jet job offers from dream company</div> <div>Select apt one</div>	<div>Select the company based on CTC</div> <div>Guarantee for job safety</div> <div>Realise importance of selection</div> <div>Knowing about security</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Provide simpler explanations</div> <div>Free mentor assignments</div> <div>user friendly</div> <div>Easy interaction</div>	<div>Pessimistic thoughts of not getting the right job</div> <div>Thinking positive</div> <div>No negative opinions such as fake jobs</div> <div>having positive attitude</div>	<div>Fake job detection</div> <div>False prediction</div> <div>Selection of wrong job based on skillset</div> <div>wrong prediction of jobs</div>	<div>Shows reasons for low rating anaonously</div> <div>Send congratulatory email and coupons/ vouchers</div> <div>getting details and queries condidentially</div> <div>Feedbacks are handled with personal care</div>	<div>Send job opportunities through email for better job switch</div> <div>Sending job details in all social media</div> <div>message frequently about job</div> <div>Updation of details are required</div>