1 Visualize the **Customer** and **Employee** interactions and touchpoints using Journey Mapping

Workinggroup,mapstheexperiencesofthepeopleyourcompanyservesinvestigingthecustomerlifecycle.Includecustomerbehaviors,touchpoints,andattitudes/emotions.Next,mapthexperiencesoftheemployees engagedindifsectionstoginvolvedinverringthecustomerexperience.Includeinternalprocesses,teams/groups,systems/toolsandtouchpoints.

PROJECT DESIGN PHASE II

PHASE	1	2	3	4	5	6	7	8
What are the high-level phases across the customer journey?	*AWARNESS*	*RESEARCH*	*CONSIDERATIONS*	*1STCOMMUNICATION*	*DOCUMENTS*	*CROSSEXAMINE*	*THESIS*	*FEEDBACK*

CUSTOMER EXPERIENCE

CUSTOMER BEHAVIORS — What are the actions taken by the customer?	Ask friends and co-workers about the company according to our skills.	Search the suitable job role in the application	1.Browse several websites. 2.Compare different roles	Communicate to the resource person on available platform	Provide all documents such as profiles, certificates etc to resource person	Follow the necessary steps to interviews as explained by resource person	Stand by for the result/ offer letter by the company	Share your feedback according to your experience

TOUCHPOINTS — What channels does the customer use to reach you?	Communication about the platform	Navigate the websites and links available for particular role	1.Landing page 2.Search bar 3.Navigate link	Communicate using the chatbot	Submit the required documents	Say something positive about organization	Testimonials Emai campaigns	Ratings and Feedback

STORY BOARD — What story board does the journey evoke?								

USER EXPERIENCE — What user experience does the journey evoke?	Interest	Annoyance	Acceptance	Joy	Fear	Anticipation	Trust	Delight

PROBLEMS — What PROBLEMSdoes the journey evoke?	Unreliable information	Unexpected results	Unable to decide the better one	Lack of communication skills	Improper documents	Nervousness about process	Panic about result state	Giving more critical feedback

IDEAS — What ideas does the journey evoke?	Have proper knowledge about websites	Communication with other person	Have strong mind for particular site	Prepare for interview with lot of practices	Cross check all your documents	Be sure and deterministics	Have peace of mind for further competitions	Be honest about your feedback

Title: Skill/Job Recommender Application

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