

## Project Design Phase - II

### CUSTOMER JOURNEY

Date	03 October 2022
Team ID	PNT2022TMID27497
Project Name	Skill and Job Recommender
Maximum Marks	4 Marks

	AWARENESS	RESEARCH	PURCHASE	USAGE	ADVOCACY
<b>TASKS</b>	I need a job	Compare job portals online	Decided to choose our website	Search jobs by interacting with Chatbot	Sharing reviews
<b>TOUCHPOINTS</b>	Website	Internet	Customer care Executive	Web job portal	Word of Mouth
<b>EMOTIONS</b>	Good public information	Comparison Experience	Achievement of getting a job	Great service	Happy to spread
<b>WEAKNESS</b>	Not enough jobs	Jobs based on skills are not available	No free trial available	Time consuming process	Not sharing the experience
<b>INFLUENCES</b>	Friends & Family	Review & Rating	Chatbot efficiency	According to the website tour	Advertisements
<b>OPPORTUNITIES</b>	Websites & Advertisements	Successful Job rate is increasing	ChatBot is well trained	24/7 Customer Care support	Socializing my comments