







Project Design Phase 2

Customer Journey

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| Date | 15 October 2022 |
| Team ID | PNT2022TMID33711 |
| Project Name | Project – Skill/Job Recommender Application |

Customer Journey:

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.

| Journey Steps | Registration | Search | Filter/Sort | Select | Apply | Wait for Result |
|------------------|---|---|--|---|---|--|
| Actions | <div>Open the application</div> <div>Register/sign up</div> <div>Sign in</div> | <div>Search using destination job role and company</div> | <div>Choose all the options that apply like location, salary, skills, duration</div> | <div>Save a job</div> <div>Read the description</div> <div>Skills Required</div> | <div>Apply Directly</div> <div>Fill Application form on website</div> | <div>View the status of the application</div> |
| Goals | <div>Create an account</div> | <div>Find a particular role</div> | <div>Narrow down the options</div> | <div>Apply for a job or find a similar job</div> | <div>Apply for a job</div> | <div>Get the job</div> |
| Frustrations | <div>It's hard for a user and contact number both for sign up</div> | <div>The filter and sort option isn't displayed near the search option</div> | <div>Show irrelevant jobs at times</div> | <div>Sometimes salary isn't mentioned</div> <div>Work things are not mentioned</div> | <div>You cannot directly click the company's website</div> | <div>The waiting process is a little annoying and sometimes companies don't reply at all</div> |
| Customer Feeling |  |  |  |  |  |  |
| Opportunities | <div>For Initial Login Either one option can be given phone or</div> | <div>A Sticky button to filter/Sort can be given</div> | <div>A button to dislike or don't show similar options can be</div> | <div>Work timing and salary can be made compulsory to be mentioned by the company</div> | <div>A link to company's website</div> | <div>Companies should tell if they are rejected or role is filled</div> |