

Project Design Phase-2

Customer Journey Map

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Team ID	PNT2022TMID36557
Project Name	University Admit Eligibility Predictor



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.

UNIVERSITY ADMIT ELIGIBILITY PREDICTOR

A software model that focuses on students who need to join a university and predicts the probability of getting admitted into the desired university based on the selection parameters to reduce the tedious and time-consuming process of searching for the best option.

SCENARIO Online platform to predict university admit eligibility for the students who have completed their schooling.	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?
<div>Steps What does the person (or group) typically experience?</div> <div>Document an existing experience Narrow your focus to a specific scenario or process within an existing product or service. In the Steps row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.</div>	<div>SCHOOL COMPLETED STUDENT SEARCHES FOR A PREDICTION MODEL</div> <div>ONLINE BROWSING ABOUT ANY PREDICTION MODELS</div> <div>VISIT WEBSITE OR APP</div> <div>CHOOSE THE BEST MODEL TO DO PREDICTION</div> <div>After completion of schooling students search for best colleges using prediction</div> <div>The students searches for best prediction websites</div> <div>The student finds our model for predicting the admission and uses it.</div> <div>The student chooses our model to be the best to do the prediction.</div>	<div>REGISTERING</div> <div>FILLING THE STUDENT DETAILS</div> <div>SELECTING REQUIRED UNIVERSITY</div> <div>Students register using separate username and password</div> <div>After registering students need to fill the required fields for prediction</div> <div>Students need to select multiple number of colleges they wish to join</div>	<div>GETS PREDICTED OUTPUT</div> <div>CHECKS FOR OTHER UNIVERSITIES</div> <div>GETS DETAILS ABOUT THE PREDICTION</div> <div>Gets the results of the colleges through our predictions based on their choices</div> <div>Students can search for other colleges if they where not satisfied with our predictions</div> <div>Students can get the entire details of their desired colleges to join through our predictions</div>	<div>LEAVE TO EXIT PAGE</div> <div>SUBMITS REVIEW</div> <div>LEAVE THE WEBSITE</div> <div>After getting the required prediction students can leave to exit page</div> <div>Give the pros and cons of the prediction</div> <div>After submitting the reviews students can leave the website</div>	<div>PERSONALISED RECOMMENDATIONS</div> <div>PERSONALISED SUGGESTIONS</div> <div>Students can give personal opinion about the predictions to strangers</div> <div>Students get suggestions based on their marks for eligible universities often.</div>
<div>Interactions What interactions do they have at each step along the way?</div> <div>People: Who do they see or talk to?</div> <div>Places: Where are they?</div> <div>Things: What digital touchpoints or physical objects would they use?</div>	<div>Previous users of the software model or the browser</div> <div>The web browser</div> <div>The Web Browser</div> <div>The User Interface page of the University admit eligibility predictor app.</div> <div></div> <div></div> <div></div>	<div>Register page of the University admit eligibility predictor app.</div> <div>Details filling page of the University admit eligibility predictor app</div> <div>University selection page of the University admit eligibility predictor app</div> <div></div> <div></div> <div></div>	<div>Result page of the University admit eligibility predictor app</div> <div>University selection page of the University admit eligibility predictor app</div> <div>Result page of the University admit eligibility predictor app</div> <div></div> <div></div> <div></div>	<div>Exit page of the University admit eligibility predictor app</div> <div>Feedback page of the University admit eligibility predictor app</div> <div>Exit page of the University admit eligibility predictor app</div> <div></div> <div></div> <div></div>	<div>App notifications</div> <div>App Notifications</div> <div></div> <div></div>
<div>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me get a good working model to admit university admit eligibility predictor</div> <div>Help me predict about the universities to get admitted</div> <div>Help me understand about the software model</div> <div>Help me select the universities</div>	<div>Help me register my details</div> <div>Help me fill my scores and required details</div> <div>Help me search and select the required college</div>	<div>Help me get the correct prediction about admission</div>	<div>Help me to leave the page</div> <div>Help me to provide feedback</div> <div>Help me to leave the app</div>	<div>Help me to get frequent updates</div>
<div>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>A good and interactive user interface</div> <div>Photos and other details about the model</div> <div></div>	<div>Well developed interface</div> <div>Detailed model</div>	<div>Predictions with good Pictorial / graphical representation</div>		<div>Frequent updates and suggestions for the user</div>
<div>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>A poor user interface</div> <div>Less interactive model</div>	<div>App with low level interface</div>	<div>Unsatisfying output fromat</div> <div>The prediction is not understandable</div>	<div>When there is no other facility in the app</div>	<div>When the predictions go wrong</div>
<div>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Provide an appealing interface.</div> <div>Provide a simpler summary to avoid information overload</div>		<div>Provide a visually enhanced oputut</div>	<div>Provide users with other details</div>	<div>Updating users with useful notifications</div>