

## Customer experience journey map

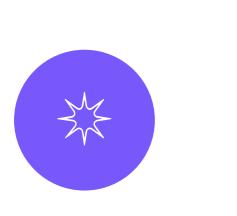
Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish.

When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership



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## UNIVERSITY ADMIT ELIGIBILITY PREDICTOR

As you add steps to the experience, move each thes "Five Es" the left or right depending on the scenario you are documenting.

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?
Steps What does the person (or group) typically experience?	Students who are completed the school searches for a prediction model  By using prediction model students can find a best college based on their eligibility chances  The student visiting the website or app for the university prediction model  The student visiting the website or app for a prediction model students can find a best college based on their eligibility chances	Login/Register  Entering the student details  After the login process students have to fill the required details like TOEFL, GRE scores	The loted time for the entrance alloment become lesse and fautern type case became deshbers have been deshbers have have been deshbers have been d	Exit the app  They can close the application by using the exit option  Review and rating the app  Users can write their reviews and rating the app	Centralized data handling  t can handle the details of students such as mark details, This students database has been designed taking into account the practical needs to manage a student data
Interactions What interactions do they have at each step along the way?  People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	The User Interface page of the university admit eligibility predictor application  Data analyzing section of the web application  Data analyzing section of the web application  Predicting section of the web application	Enter the email id and password to login the page  Enter the email id and password to login the page  Students registering their details in the register page  Choose the university in the predicted list from selection page	Selecting the University from the predicted list  According to rankwise University will be listed  According to rankwise University will be listed  Idea about eligibility chances will be also displayed in the graph	Exit page of the application  Review page of the application  Response page of the application	App notification  Notification and recommendation  Notification and recommendation  Place about eligibility chances will be displayed also in graph
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	Help me to predict about the university  Help me to select the university  Help me to avoid the inaccurate results  Help me to know about the prediction model	Help me to register the details  Help me to enter the login page  Help me to avoid the password issues	Help me to get the correct results as output  Help me to get the correct prediction	Help me to leave the page  Help me to give feedback about the application	Helps to know about the latest updates  Help me to get the frequent updates
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It is a user friendly interface application  It is a user friendly the process should be in less time	Password option to access the app  Most flexible designing application  Most convenient to use this application	Predictions will be occurred correctly  The customer gets satisfied to use	People love this application because of having the super rating  Ratings are good in this application application	Latest updates to know  Most frequently updates  More suggestions from the user
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Stress conditions may occur while choosing the right college  Confusion state may occurs about their profiles is enough to get a admission chance or not	If the data entered incorrectly it gives the inaccurate results  Sometimes it seems the data might be invalid	Need the sufficient Internet connection The prediction results could not be able to understand	Want to get more features in the app  The user's can't able to understand clearly while using the first time	Sometimes user not to know how to choose the right ones in the given predicted list
Areas of opportunity  How might we make each step	The user can easily able to understand to using this  Application design should be clear and fair	Need to give full information about	User wants to know about the  Should give details about the	Students can update profile edit profile reserve seat and check seat availability  Activities like Updating, modification, deletion of records should be session	Students can easily obtain the list of colleges even branch wise and course wise  It can be easily accessed anytime and anywhere  Reach to geographically scattered students