







Project Design Phase 2

Customer Journey

Date	08 October 2022
Team ID	PNT2022TMID50267
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 or company</div>	<div>Click all the options that apply the location using skills location</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 Email 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>