



# Customer Journey Map

## 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.

## Skill/ Job Recommender Application

Team ID : PNT2022TMID31953

### TIP

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

SCENARIO	Entice	Enter	Engage	Exit	Extend
<b>Browsing, booking, attending, and rating a local city tour</b>	<b>Entice</b> How does someone initially become aware of this process?	<b>Enter</b> What do people experience as they begin the process?	<b>Engage</b> In the core moments in the process, what happens?	<b>Exit</b> What do people typically experience as the process finishes?	<b>Extend</b> What happens after the experience is over?
<b>Steps</b> What does the person typically experience?	<div>Through friends and staffs</div> <div>Through advertisements</div> <div>Through browsing</div> <div>Caption directing what someone typically experiences during the steps</div>	<div>Feeling sad and frustrated about being unemployed</div> <div>Financial problems</div> <div>Loose self-confidence</div> <div>Disatisfaction of jobs</div>	<div>Get to know the skills required in the industry</div> <div>Get to know about lots of job opening</div> <div>Get a job offer with a satisfaction</div> <div>Get to know about her skills</div>	<div>Job satisfaction</div> <div>Highly motivated and trained</div>	<div>Shows the experience gained in her job journey.</div>
<b>Interactions</b> What interactions do they have each step? <ul style="list-style-type: none"><li>People : Who do they see or talk to?</li><li>Places : Where are they?</li><li>Things : What digital touchpoints or physicals, objects would they use?</li></ul>	<div>Job seekers interest and maintain a strongly connection with recruiters</div> <div>Job Recruiters finds the suited candidates for her company</div>	<div>Job recommendation by chatbot</div> <div>Skill Development Recommendation by chatbot</div>	<div>Applying a particular job based on their skillset.</div> <div>Get a job openings notification via email.</div>	<div>Looking very curious on getting a job offer letter from the company.</div> <div>Be aware of job openings and application deadlines.</div>	<div>Work and gain skills with colleagues at the company.</div> <div>Interact with all the people in the organisation.</div>
<b>Goals &amp; Motivation</b> What interactions do they have at each step along the way? <ul style="list-style-type: none"><li>People : Who do they see or talk to?</li><li>Places : Where are they?</li><li>Things : What digital touchpoints or physicals, objects would they use?</li></ul>	<div>Job Seeker: To get a job offer</div> <div>Job Recruiter: Makes the hiring process easier</div>	<div>Job Seeker: To get the right job and suit recommendation</div> <div>Job recruiter select the suited candidate for her company</div>	<div>Job seeker Maintain and update her resume properly and effectively.</div> <div>Job seeker will crack the written test and interviews.</div> <div>Job Recruiter will filter the candidates based on screening test.</div>	<div>Job seeker will finish the background clearance and get the job offer letter as soon as possible</div>	<div>Job seeker will gain a good career growth</div> <div>Job seeker will not be fired from the company.</div>
<b>Positive Moments</b> What steps does a typical person find enjoyable, productive, fun, delightful or exciting ?	<div>To be able to apply her dream job in big companies without any fees.</div> <div>To be able to develop her skills required by the industry</div>	<div>Optimistic about that new start</div>	<div>Gain self confidence by attending more interviews</div> <div>Gain new skills</div>	<div>Motivated and exhilarated.</div>	<div>Financial security</div> <div>Professional growth</div>
<b>Negative Moments</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>Societal Pressure</div>	<div>Feeling unskilled or unqualified.</div> <div>Fear of future</div> <div>Fear of rejection</div>	<div>Fear of employment scams</div> <div>Didn't get a job offer from the dream company</div>	<div>Get job offer from dream company.</div>	<div>Imposter syndrome</div>
<b>Areas of opportunity</b> How might we make each step better? What does do we have?	<div>Free one-to-one mentor assignment</div>	<div>Registration is done through the chatbot</div>	<div>False job detection</div>	<div>Send email and vouchers regarding congratulatory.</div>	<div>Send job opportunities through email for better job switch</div>