TEAM ID : PNT2022TMID46432

SCENARIO

Browsing, booking, attending, and rating a local city tour

	Entice	Enter	Engage				Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?				What do people typically experience as the process finishes?	What happens after the experience is over?

Steps
What does the person (or group) typically experience?

Entice	Enter	Engage	Exit	Extend
Apply for the job — The users can submit job applications	**User signup/sign in page** — The users home page with sign in / sign up will appear when they access the job portal	**Looks for the job** — The users look for jobs that match their skill set	**Successful apply of job application** — The user completes the form and successfully submits it online	**Gets calls** — Receive calls from the HR of the relavant company
Get alerts for the job vacancies — Users receive notifications of job vacancies that match their skill	**Create the profile** — The user should create the profile with correct details and upload the resume.	**Reads the description** — The users read the job description which includes information about necessary talents Company reputation	**Receive job alerts** — Get job notification if the user skill set and job description match	
		Apply for the job — By selecting apply now button fill out application form for the position		
		Chatbot — Chatbot will help the users to clear their doubts.		
		Get calls from the applied company — The company's relevant HR department will call the candidate		
		Get alerts to your mail — The user will receive job notifications that matches to their skill set.		

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?

Entice	Enter	Engage	Exit	Extend
Interacting with the website	Interaction with Home Page	Interaction with Job seekers	People communicate with a server.	Communicate with HR
Having conversations with HR calls	Interaction with the login screen, if the user has already registered	Interaction with the job listing on the website	The customer gains experience when applying for jobs online.	
	Interaction with the sign-up or registration page if user is a new one	Interaction with the app while filling out the form		
	Interaction with creating profile	Interaction with the chatbot		
		Interaction with mail		

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Entice	Enter	Engage	Exit	Extend
Help me find the suitable job to apply for	Help with the job application	Display the appropriate position based on your search	The application procedure will proceed	Applying for a job is simple.
Help me prevent entering the incorrect dataset.	Send me alerts when a position becomes available that fits my skill set.	Chatbot will clear the doubts from user	The user will be placed in the ideal position to develop their talents	User lands a good job
		Update the application status		
		Get the job alerts to your mail		

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Entice	Enter	Engage	Exit	Extend
Customers will be pleased and will feel free to apply for employment online	Customers are eager to use the intuitive application	If the application continues to process, the consumer will be delighted	The customer will save a tonnes of time by applying online.	The users will be content after they land the ideal position.
		Customers are excited to see a list of positions that match their talents		
		Users are hesitant to apply for the new position		

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Entice	Enter	Engage	Exit	Extend
If a customer's application is declined, they become displeased	Utilizing the application requires time	The user is furious when the application status is unsuccessful.	When the application procedure fails, the customer is upset	When the application doesn't release an update user will be disappointed.
		If the responses are ambiguous, the customer will be unhappy.	When there are no job alerts, the customer is disappointed	

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

Entice	Enter	Engage	Exit	Extend
Easy to apply for jobs	User-friendly application	Provides suitable employment for job seekers	To continue the application process, get in touch with HR	Job searchers can quickly look for jobs.
Online job portal	Suggests the ideal position for the skilled individual	Each job description will have levels for beginners, intermediates, and experts		Chatbot clears the user's doubts
		Matches the abilities and sets mail alerts		