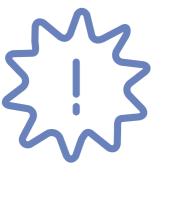
SKILL AND JOB RECOMMENDER

Project Design Phase II - Customer Journey Map

Team ID: PNT2022TMID39089

SCENARIO

Navigating through the application whilst searching and applying to relevant job openings



How does someone initially become aware of this process?



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

Provide feedback

based on their

experiences

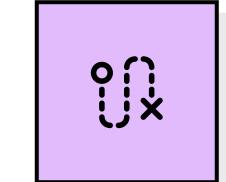
The application would allow customers to

contribute their opinio

which can be used to

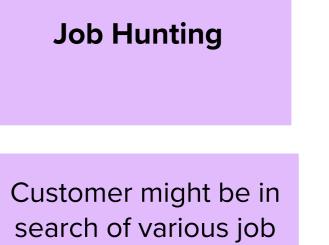
improve the application

What happens after the experience is over?



Steps

What does the person (or group) typically experience?



pportunities relevant

to their skillsets

Look out for esources that help openings

The customer may be on

the look out for portals that list out opportunities

which match their skillset

Internet

Comes across They may take a tour of the application

and to put it to best



identifies their skills and

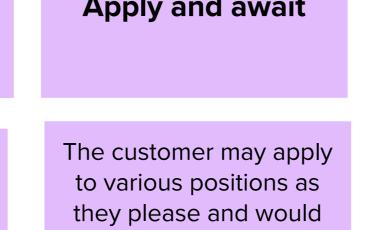
Profile creation section of the

application

expertise

They can now skim over all openings

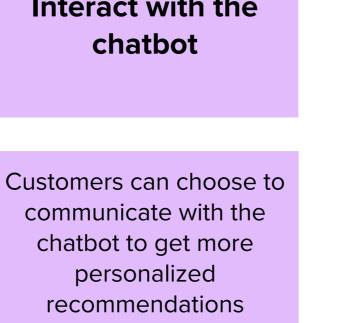
relevant to their skills



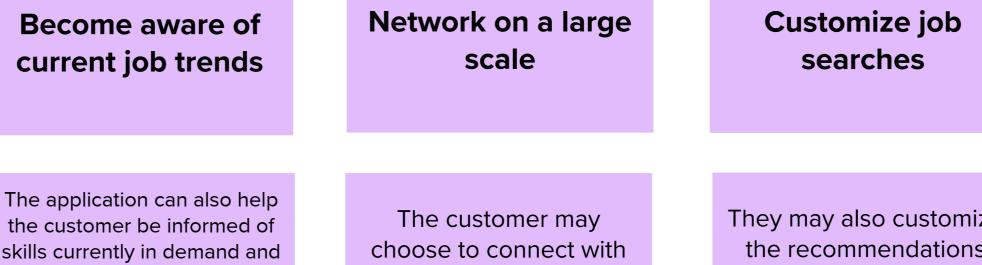
also be able to track the

status of their application

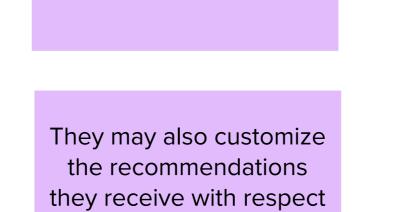
Customer's email



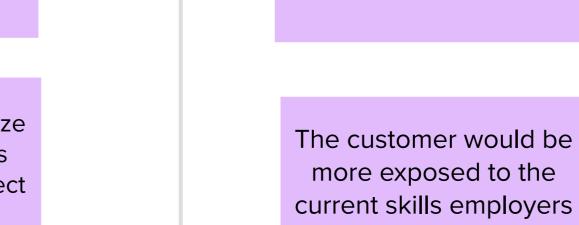
application



other such job seekers



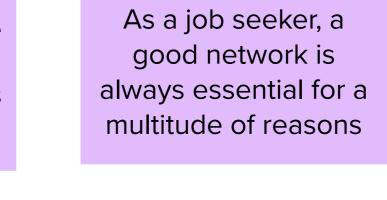
to a lot of factors



Be more informed of emerging trends

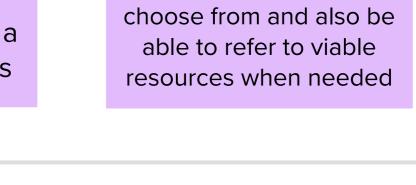
are looking for

Recommendation



Direct Message Section of the

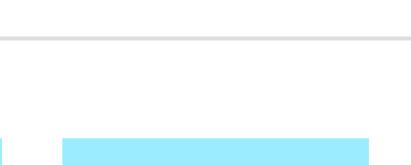
Stay connected to others in the



various

numerous openings to

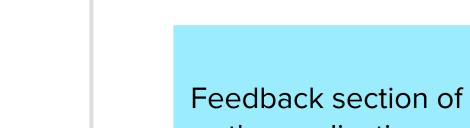
Resources page of the application

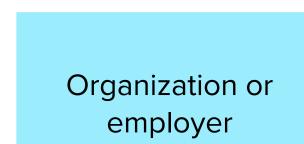


Once the customer submits

the application, they would receive notifications via

email helping them keep track of the application





and requirements

Job satisfaction

If the customer receives

an offer according to

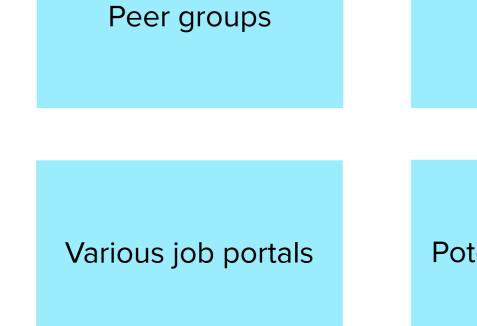
their expectations, they would be satisfied.



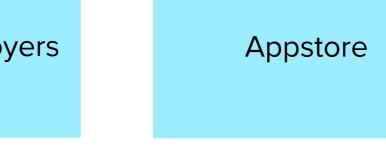
Interactions

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?

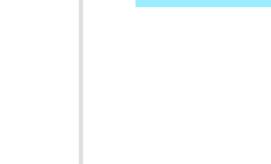


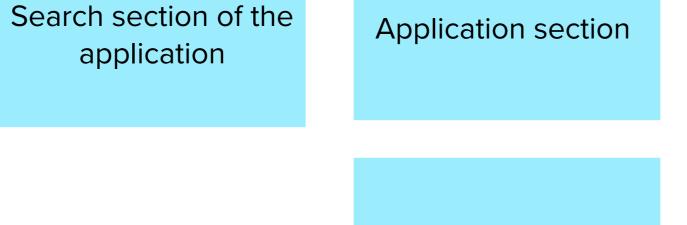
Organization's website





Other job seekers







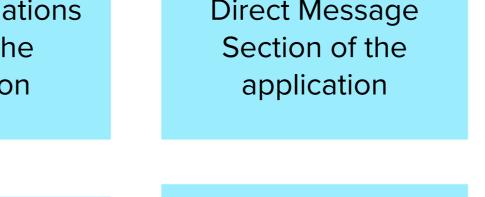


they would also have access

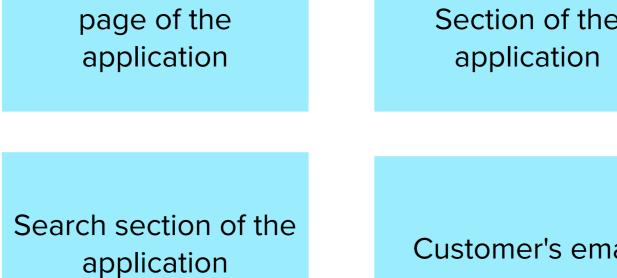
to various resources for the

Search section of the

application





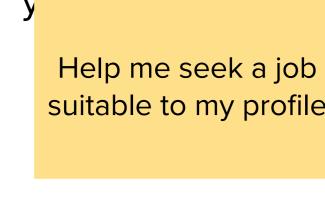


of the application



Goals & motivations

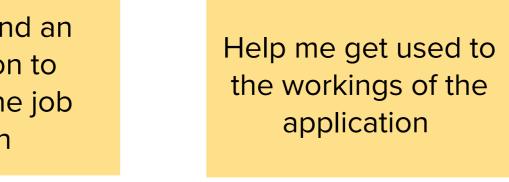
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")



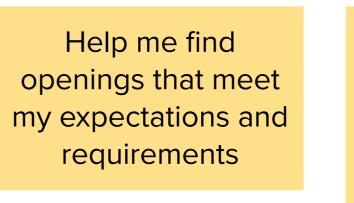
Career fairs



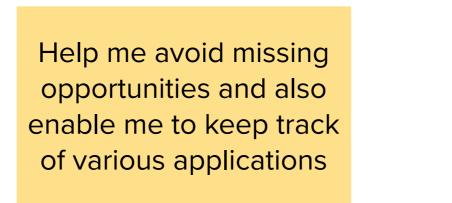
help aid the job





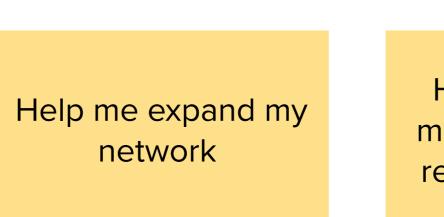


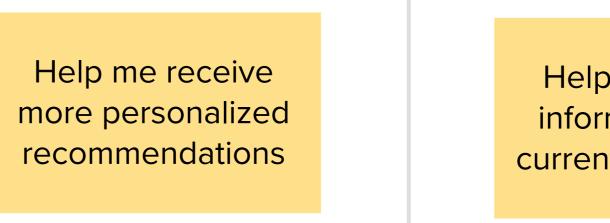
loads of new











Help me be well informed of skills with others on the network and benefit from it

skillset and become more capable

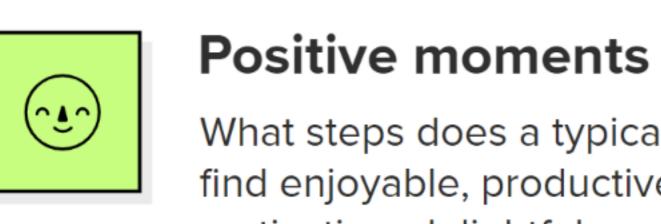
Pleased with the

availability of resources which would help with skill growth

Help me expand my

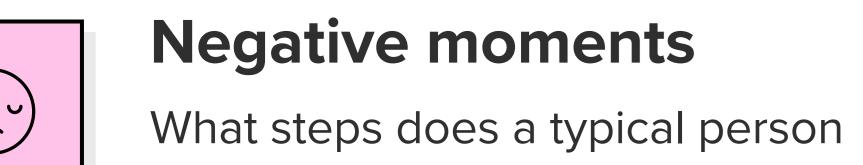
Help me stay up-todate with the status of my application

Ensure that I am content with my offer which meets my necessities my experience with



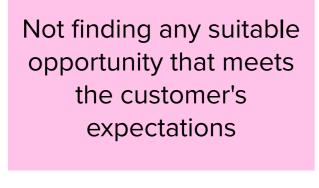
What steps does a typical person

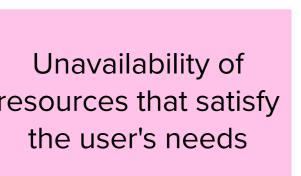
find enjoyable, productive, fun, motivating, delightful, or exciting?

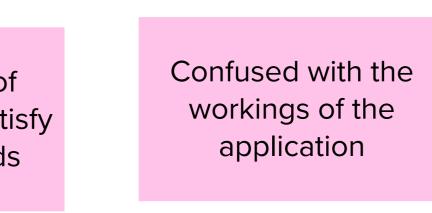


Negative moments

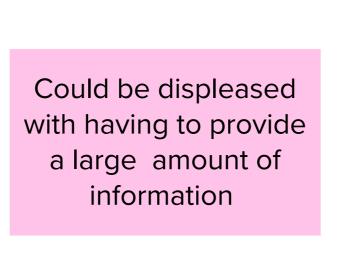
find frustrating, confusing, angering, costly, or time-consuming?



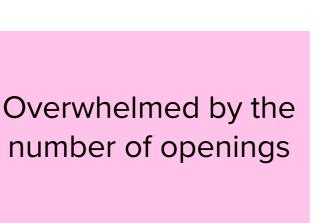


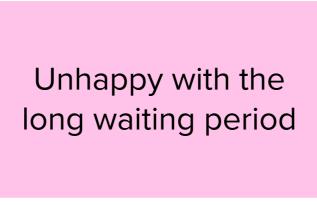


application found and eager to use it



match the created





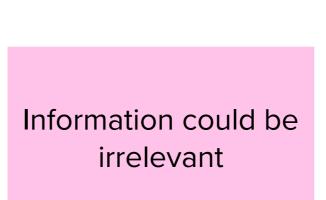
Keen on making use of these new



Pleased with being

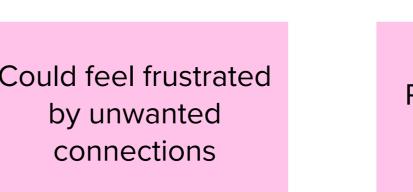
able to customize

recommendations



Content to be more

hiring trends



Requirements may not be satisfied

Pleased with being

able to customize

recommendations

Information could be irrelevant

Could feel frustrated by unwanted connections

able to connect to a larger group of users

Could be confused with which ones to

constant and recurrent emails

Be at ease with being

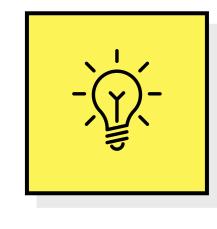
able to have frequent

checks on the status

of the application

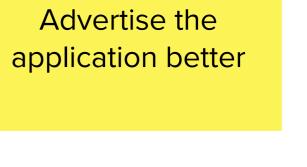
experience

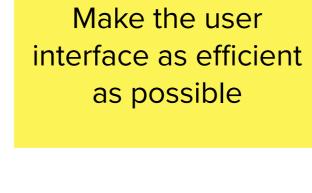
Probably dissatisfied or not content with offer received



Areas of opportunity How might we make each step

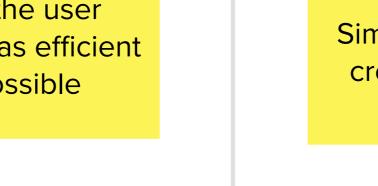
better? What ideas do we have? What have others suggested?

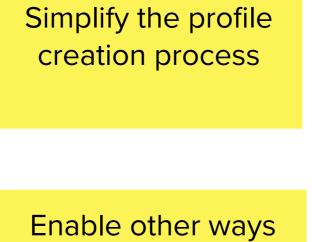




Provide an easy

tutorial



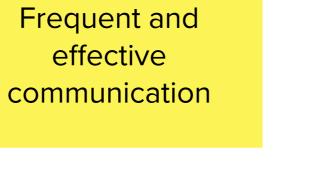


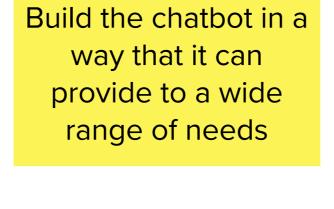
of profile creation

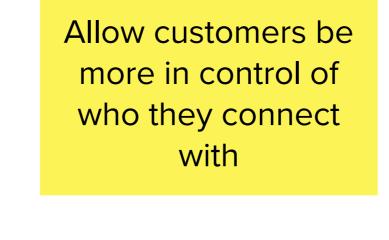
(resume, other job

portfolios etc.)







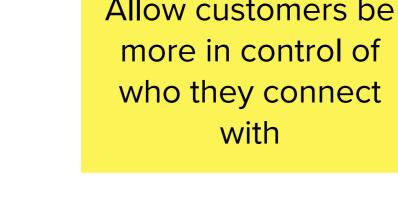


Facilitate an easy

communication

freedom with customizing their search results

Allow users more



and relevant to the

Ensure that the

with regards to

application overall

Make utmost use of

the feedback provided

to improve the