**1**

Visualize the **Customer** and **Employee** interactions
and touchpoints using Journey Mapping

**PROJECT DESIGNPHASE II**

| | | 1 AWARNESS | 2 RESEARCH | 3 CONSIDERATIONS | 4 1STCOMMUNICATION | 5 DOCUMENTS | 6 CROSSEXAMINE | 7 THESIS | 8 FEEDBACK |
|---|---|---|---|---|---|---|---|---|---|
| **PHASE** What are the high-level phases across the journey? | | | | | | | | | |
| **CUSTOMER BEHAVIORS** What are the actions taken by the customer? | | Ask friends and co-workers about the company according to our skills. | Search the suitable job role in the application | 1.Browse several websites. 2.Compare different roles | Communicate to the resource person on available platform | Provide all documents such as profiles, certificates etc to resource person | Follow the necessary steps to interviews as explained by resource person | Stand by for the result/ offer letter by the company | Share your feedback according to your experience |
| **TOUCHPOINTS** What channels does the customer use to reach you? | | Customer click on a boot the platform | Navigate the websites and links available for particular role | 1.Landing page 2.Search bar 3.Navigate link | Communicate using the chatbot | Submit the required documents | Say something positive about organization | 1.Testimonials 2.Email campaigns | Ratings and feedback |
| **STORY BOARD** What story board does the journey evoke? | | | | | | | | | |
| **USER EXPERIENCE** What user experience does the journey evoke? | | | | | | | | | |
| **PROBLEMS** What PROBLEMS does the journey evoke? | | Unreliable information | Unexpected results | Unable to decide the better one | Lack of communication skills | Improper documents | Nervousness about process | Panic about result state | Giving more critical feedback |
| **IDEAS** What ideas does the journey evoke? | | Have proper knowledge about websites | Communication with other person | Have strong mind for particular site | Prepare for interview with lot of practices | Cross check all your documents | Be sure and deterministics | Have peace of mind for further competitions | Be honest about your feedback |

**CUSTOMER EXPERIENCE**

**Team id : PNT2022TMID37370**

**Title: Skill/Job RecommenderApplication**