

# Customer Journey Map

	AWARENESS	CONSIDERATION	CONVERSION	CUSTOMER SERVICE	LOYALTY
OBJECTIVES	Objective is to search for a free of cost University Admit Eligibility Predictor	Using the Internet with playstore,web to browse	Visting the web-app		Using the web app to Predict Admission chances with respect to user input
NEEDS	With the accurate result for chances of University Admission	With multiple features finding the best solution for user's need	Utilising the web-app in the right way	Resolving issues as soon as possible	Providing accurate and legitimate data
FEELINGS					
RECOMMENDATION	Recommending friends,social media,search engines,advertising	Reviews,Ads	Web App	Web App,Quick updates on Admission criteria	Social media, Review sites