**HouseHelp User Journey**

The journey map of a house help user through seven key stages:

1. Discovery & Download - Finding and installing the app

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Profile Creation - Setting up their identity and skills

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Job Search & Discovery - Finding suitable opportunities

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Application - Applying for positions

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Interview & Verification - Meeting potential employers and verifying credentials

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Negotiation & Agreement - Discussing and accepting terms

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Onboarding & Work - Starting the job and using the app for ongoing management

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

**Employer User Journey**

The employer journey follows seven stages:

1. Discovery & Download - Finding and installing the app

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Job Creation - Creating job listings and requirements

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Candidate Search - Finding and filtering potential candidates

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Initial Contact & Screening - First communications and preliminary evaluation

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Interview & Selection - Meeting candidates and making decisions

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Offer & Agreement - Finalizing terms and contracts

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise

1. Onboarding & Management - Welcoming and managing the house help

* Activities the user performs
* Touchpoints with the app
* Space for thoughts they might have
* Space for emotions they might experience
* Pain points that could arise