Project Design Phase-2

Customer Journey Map

Date	8-October 2022
Team ID	PNT2022TMID40835
Project Name	University Admit Eligibility Predictor
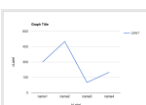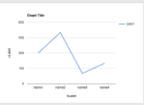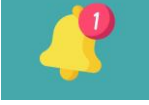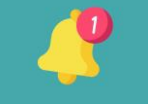
Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

UNIVERSITY ADMIT ELIGIBILITY PREDICTOR
A software model that focuses on students who need to join a university and predicts the probability of getting admitted into the desired university based on the selection parameters to reduce the tedious and time-consuming process of searching for the best option.

SCENARIO
Online platform to predict university admit eligibility for the students who have completed their schooling.

	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?

Document an existing experience
Narrow your focus to a specific scenario or process within an existing product or service. In the Steps row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

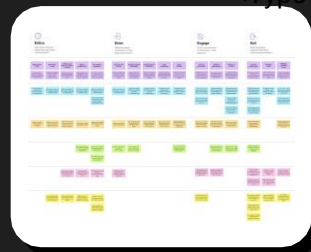| Entice	Enter	Engage	Exit	Extend
SCHOOL COMPLETED STUDENT SEARCHES FOR A PREDICTION MODEL — After completion of schooling students search for best colleges using prediction	REGISTERING — Students register using separate username and password	GETS PREDICTED OUTPUT — Gets the results of the colleges through our predictions based on their choices	LEAVE TO EXIT PAGE — After getting the required prediction students leave to exit page	PERSONALISED RECOMENDATIONS — Students can give personal opinion about the predictions to strangers
ONLINE BROWSING ABOUT ANY PREDICTION MODELS — The students searches for best prediction websites	FILLING THE STUDENT DETAILS — After registering students need to fill the required fields for prediction	CHECKS FOR OTHER UNIVERSITIES — Students can search for other colleges if they where not satisfied with our predictions	SUBMITS REVIEW — Give the pros and cons of the prediction	PERSONALISED SUGGESTIONS — Students get suggestions based on their marks for eligible universities often.
VISIT WEBSITE OR APP — The student finds our model for predicting the admission and uses it.	SELECTING REQUIRED UNIVERSITY — Students need to select multiple number of colleges they wish to join	GETS DETAILS ABOUT THE PREDICTION — Students can get the entire details of their desired colleges to join through our predictions	LEAVE THE WEBSITE — After submitting the reviews students can leave the website	
CHOOSE THE BEST MODEL TO DO PREDICTION — The student chooses our model to be the best to do the prediction.				

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
Previous users of the software model or the browser	Register page of the University admit eligibility predictor app.	Result page of the University admit eligibility predictor app	Exit page of the University admit eligibility predictor app	App notifications
The web browser	Details filling page of the University admit eligibility predictor app	University selection page of the University admit eligibility predictor app	Feedback page of the University admit eligibility predictor app	App Notifications
The Web Browser	University selection page of the University admit eligibility predictor app	Result page of the University admit eligibility predictor app	Exit page of the University admit eligibility predictor app	
The User Interface page of the University admit eligibility predictor app.				

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 get a good working model to admit university admit eligibility predictor	Help me register my details	Help me get the correct prediction about admission	Help me to leave the page	Help me to get frequent updates
Help me predict about the universities to get admitted	Help me fill my scores and required details		Help me to provide feedback	
Help me understand about the software model	Help me search and select the required college		Help me to leave the app	
Help me select the universities				

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

Entice	Enter	Engage	Exit	Extend
A good and interactive user interface	Well developed interface	Predictions with good Pictorial / graphical representation		Frequent updates and suggestions for the user
Photos and other details about the model	Detailed model			

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

Entice	Enter	Engage	Exit	Extend
A poor user interface	App with low level interface	Unsatisfying output fromat	When there is no other facility in the app	When the predictions go wrong
Less interactive model		The prediction is not understandable		

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

Entice	Enter	Engage	Exit	Extend
Provide an appealing interface.		Provide a visually enhanced oputut	Provide users with other details	Updating users with useful notifications
Provide a simpler summary to avoid information overload				

Type your text

Need some inspiration?
See a finished version of this template to kickstart your work.

Open example