User Journey map

TEMPER EXPERIENCE

Maria Paula Salazar Agudelo
Gendrik Viktoria | Sem2 | Week 4

Persona

Zunna Gero

"Study and Work for better future"

- Age : 24
- Occupation: Student
- Location: Eindhoven

Temper

Temper is an employment services platform for retail and hospitality businesses. Registered "FreeFlexers" have the freedom to choose where, when, and at what rate they work.

Story of Zunna

Zunna's friend informed her that she is collaborating with a freelancer on an application that will provide various types of work with high pay per hour and flexible hours that you want to work. To use this application, you only need to follow a few simple steps. De Paula's goal is to be able to work and earn extra money so that she can go on vacation with her family at the end of the year.

Journey Map

Journey Steps — Which step of the experience are you describing?	Discovery — First step before and after with Temper application	Registration — How do you start to fill the requirements to use the application	Onboarding and First Use — First shift of work, and experience process of implement my hours	Payment — The experience with Temper payment method and all the process of payment of the work shift.

Customer Activities — What does the customer do? What information, What is their context?

- I had seen some Instagram ads about an app called Temper that offered the opportunity to work as a freelancer.
- My friend also tells me about this application and the best job opportunities available by downloading it.
- temper
- To be able to register, certain details must be completed first, such as obtaining your KBK-number and BTW-ID. With this, we will continue to create the temper account.
- Then I registered for the Temper app.
- You must fill out a different type of form here. The first step is to complete your personal information.
- The following form is about your work experiences. What kind of job skills do you have? What in the work environment. All of these questions have different answers than you can choose from.
- The third and final form requires you to fill out your own work experience. In the application, how do you create your own resume?
- you need to look for a job that is suitable for the person
- You will see the information context and the requirements you must meet to work in that shift when is pressed in a job.
- You submit an application for the position and then complete some questions about whether you meet the requirements—such as clothes, work experience, etc.
- Now when you apply for a job shift, you need to wait at least 1 or 2 days to find out if you were chosen for that day or not
- When they pick you up, they also go over the possibility of canceling the shift in the event that you are unable to. Additionally, you must pay a ¥50 euro fine to the company if you fail to show up on your scheduled day of employment.
- When your work shift is over and you want to cash it out, you have to go to the application the exact time that you... and you have to fill in it if you have a break in your work shift, and accept what method of payment you want if the application of temper.net, which takes 2 to 5 days or, wait for the company itself to pay you in 20 to 30 days.
- After the shift is over, you must wait two to three days before being paid using the temper method.
- Your work shifts, which the business is approving, will be listed in the application.
- When you get paid for your first shift, it will be sent directly to the account you registered in the payment method information, it appears in the application, what did I pay you, how much did you get paid and what exact day and time

Actions — What does the customer do? What information do they look for? What is their context?

- I'm starting to see some information and reviews about the app.
- Start to download the temper application.
- Start create m account with my email, by create a password
- After creating my account, I'm going to receive an email of confirmation of my email.
- personal information such as name and surname, telephone number information and confirmation of the number Your bank account number, date of birth, company name, kbk number, and BTW-ID
- In the second form, you must fill out information about various labor aspects, such as what field you have previously worked in, what skills you have at that field, and how much experience you have. How do you deal with yourself at work? What kind of personality do you have when dealing with labor issues, among other topics
- Fill in the blanks with all of your subsequent work experience.
- Now the application shows how the application's settings work and how to search for work.
- Now you start looking for what kind of job you want to choose
- I press all the necessary buttons, and you need to press the one that says it will be automatically canceled if 8 minutes before the work of.
- I can begin working on my first shift when they select me for the shift on the day I requested.
- They pay me, and I set my entrance and departure times for my work shift. I also agreed to the payment method of adjusting from 2 to 3 days. You acknowledge that your schedule is a lie and that you are lying about it.
- Also press how much break time I had. And now I just have to wait for the company to accept the schedule I send.
- We must now wait a few days after she entered his payment method.

Needs and Pains — What does the customer want to achieve or avoid?

- I need to find out everything I can about how this application works.
- I discovered some prerequisites that you must fulfill before you can begin using it effectively.
- There was a lengthy list of details that needed to be filled out.
- To be able to work in any shift, you must have the Nummer-kvk and its BTW-ID.
- The good thing about this application is that it shows you with step-by-step instructions what you have to do.
- A job that pays high per hour
- Need to look a job,for the day i choose
- See that you have all the necessary requirements, to be able to give a good performance at work
- You need the payment method as temper, to be paid as soon as possible
- The approval of the company is needed to be able to work the work shift.
- Need to get paid as quickly as possible.
- Need to see how the process of your payment method is going.
- She wants his work to have been paid with the exact amount she sent to the company

Touchpoint — What part of the service do they interact with?

- Start download the application
- interaction with this application
- The complete tutorial on how to complete the labor information and other required information
- With confirmation of your personal email.
- All interaction is in job search
- Pressing the requirements that each job specifies
- Wait for the job to be accepted
- When you start working with the first shifts of the application, the interaction with the application is constant.
- She is constantly seeing what time you have to go to work. What day do you have to work?
- It is also constantly being seen if they have already approved your work shift and also the payment shift. Also, what day do you get paid

Customer Feeling — What is the customer feeling? Tip: Use the emoji app to express more emotions

😐 😁 🤨 🙂 🤔 🧐 🥵 😕 🙂 😐 🤔 😐 🙏 😊 🤨 😉 🎉