PERSONAS (2)

Kunal Patel

Kunal is a passionate and tech-savvy individual who thrives on staying up-to-date with the latest advancements in coding and design. He is eager to enhance his career trajectory by building a stronger professional network and gaining guidance on technical and soft skills. Kunal is self-driven, but he struggles with limited access to industry connections, making it challenging to land high-quality internships or job opportunities.

Ritu patel

Ritu Patel, a driven 21-year-old student from Gandhinagar, Gujarat, is passionate about learning and career growth. Despite financial challenges, she remains determined to secure a job in top MNCs by excelling in her studies and industry-relevant skills. She values mentorship, peer learning, and thrives in collaborative environments to enhance her professional development.

Map description

OBJECTIVE

This journey map is designed to help you understand the user journey for the Climber Mentorship App, focusing on how users like Shah Rahul and Priya Sharma navigate through the application process, interact with mentors, and manage their appointments.

Guiding Considerations:
- Identify Key Objectives: Consider improving user engagement, enhancing mentor interactions, and increasing successful mentorship outcomes.
- Engage Stakeholders: Collaborate with development teams, UX designers, and customer support to gather insights and improve user experience.
- Discover Pain Points: Identify challenges users face during account setup, profile completion, and mentor engagement.
- Leverage Insights: Use findings to refine app features and better align the service with user needs.

SCOPE OF THE JOURNEY

Overview: This map provides a detailed view of the user journey in the Climber Mentorship App, from login and profile setup to mentor engagement and feedback.

Focus: It emphasizes the user experience in navigating the app, booking sessions, and providing feedback, highlighting challenges and opportunities for improvement.

Related Journeys:
1. Mentor Discovery Journey: Explore how users search and connect with potential mentors.
2. Profile Optimization Journey: Understand the process and benefits of completing a detailed user profile.
3. Feedback and Improvement Journey: Analyze how user feedback is collected and utilized for app enhancement.
4. Payment and Subscription Journey: Examine the payment process for premium sessions and subscription plans.

KEY INSIGHTS

Users like Shah Rahul and Priya Sharma seek personalized mentorship experiences to advance their careers. The app must address their specific needs for guidance, skill enhancement, and networking opportunities. Key challenges include ensuring seamless navigation, providing relevant mentor matches, and facilitating effective feedback mechanisms. Incorporating user feedback into app development can enhance overall satisfaction and engagement.

	LOGIN & ACCOUNT SETUP	HOME PAGE & NAVIGATION	PROFILE COMPLETION	MENTOR & COURSE ENGAGEMENT	APPOINTMENT MANAGEMENT & FEEDBACK
	Access & Login	Navigation & AI Assistance	Profile Details & Resume Upload	Mentor Viewing & Booking	Session Tracking & Feedback
Process (Kunal Patel)	• Access Climber Mentorship App via Android device. • Login using Gmail or create a new account with phone number verification. • Successful login redirects to the home screen.	• Navigate through main menu to access core sections. • View booked mentor sessions and course enrollments under 'My Appointments'. • Explore mentor options and courses in 'My Profile'. • Utilize AI Assistance for app guidance.	• Complete profile with personal details and upload resume. • Access appointment booking and course registration after profile completion.	• View detailed information about mentors and courses. • Book first-time free sessions for advice or resume review. • Book future sessions with payment or premium plan.	• Track upcoming sessions in 'My Appointments'. • Provide star rating and review post-session. • Update profile photo as needed.
User Goals (Kunal Patel)	Ensure successful login and access to the app's main features.	Easily navigate the app and access desired features quickly.	Complete the profile to receive personalized mentor suggestions.	Engage with mentors for valuable guidance and support.	Manage appointments efficiently and provide constructive feedback.

Experience (Kunal Patel)

Quote (Kunal Patel)	"I hope the login process is quick and easy so I can start exploring mentorship options."	"I want to find what I need without getting lost in the app."	"I hope completing my profile leads to better mentor matches."	"I want to easily book sessions with mentors who can guide me effectively."	"I want to easily manage my appointments and provide feedback to improve the service."
Problems (Kunal Patel)	1. Technical issues during login process. 2. Difficulty in account creation due to phone number verification.	1. Complex navigation may confuse users. 2. AI Assistance might not cover all user queries.	1. Users may skip profile completion, missing out on tailored suggestions. 2. Technical issues with resume upload.	1. Confusion over session booking process. 2. Limited availability of preferred mentors.	1. Difficulty in managing appointments and providing feedback. 2. Limited options for updating profile information.
Ideas (Kunal Patel)	1. Implement a more user-friendly login interface. 2. Offer alternative verification methods, such as email.	1. Simplify navigation with clear labels and intuitive design. 2. Enhance AI Assistance with more comprehensive query handling.	1. Encourage profile completion with clear benefits. 2. Improve resume upload functionality.	1. Simplify booking process with clear instructions. 2. Increase mentor availability through better scheduling.	1. Streamline appointment management with calendar integration. 2. Enhance feedback system with detailed review options.