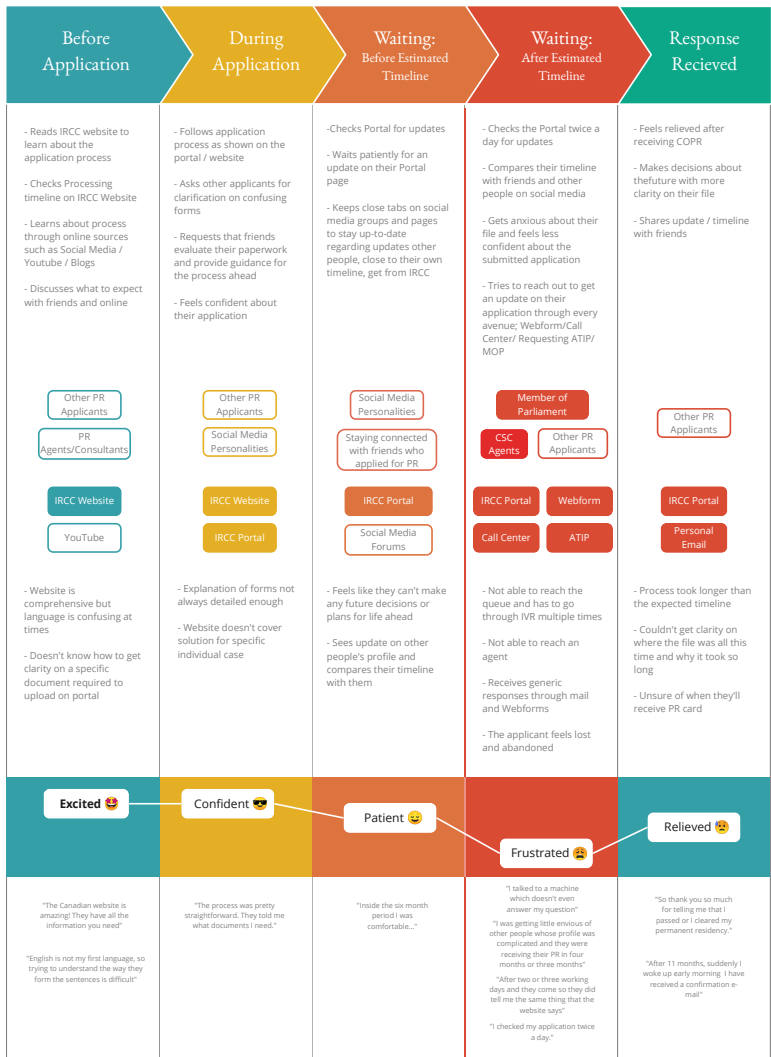


# JOURNEY MAP OF PERMANENT RESIDENT APPLICANT



## Opportunities:

- Expand existing IRCC website into a landing for PR applicants
- Explore providing instant advice on the way through the portal and on next message
- Provide better advice to agents for unique case specific guidelines
- Provide examples of forms
- Provide better timeline estimates
- Reach out other permanent residents who have been successful in the process to get an email
- Make IVR experience more intuitive and less complex.
- Provide answers for other questions and support through chatbot

## Data Opportunities:

- Portal survey on application experience
- Record comments asked questions on the portal
- Client satisfaction survey through phone
- Record agent's quality of service
- Adding option to record feedback from the email sent to the client and ask if the response was satisfactory