**Use cases:**

1. Jobseeker who has not applied for benefits
2. Jobseeker who has applied for benefits (first time jobseeker)
3. Jobseeker who has applied for benefits (been on benefits before) – *the as is scenario is exactly the same as for the first time job seeker.*

**As-is scenario: Jobseeker who has not applied for benefits**

* Mary is unemployed and wants to claim benefits. She doesn’t know where to start and goes to her local job centre.
* She walks in to the jobcentre and looks for someone to speak to.
* A work coach passes by and Mary stops her to ask about her benefits. The work coach is just on her way for an interview with a claimant and asks Mary to take a seat in the waiting area. She also mentions that Mary can do her claim online from home or using the computers at the job centre.
* Mary takes a seat at a free computer but still doesn’t feel comfortable doing her claim online, as she doesn’t know where to start. She is looking for assistance but cannot find anyone that is free.
* Mary leaves the computer and takes a seat in the waiting area.
* Mary is approached by a work coach, asking if she is there for her interview or needs help.
* Mary explains that she needs to claim for benefits but doesn’t know how to apply.
* The work coach suggests that Mary can apply online from home, or use the computers at the job centre.
* Since Mary needs assistance, she waits for a computer to become free and starts her claim again.
* Mary has to ask for assistance throughout her claim, from the work coach, and completes the submission online. As the work coach has been very busy with other claimants, it has taken Mary a long time to complete her claim.
* Mary is given her first interview date to come for a visit with a work coach.
* Mary walks out to come back in a few days.

**Pain points:**

* Feeling lost in terms of who to speak to
* Not knowing what to do at the job centre and how to apply
* Spending a lot of time waiting for assistance

**As-is scenario: Jobseeker who has applied for benefits (first time jobseeker)**

* Mary walks into the job centre, where she is meant to attend her first interview with her work coach. She has brought her evidence and understands that it will be reviewed to determine if her claim should be processed.
* Mary is not sure where to go or who she is meeting. She is looking for someone to ask and inform that she is there.
* Mary is asked to sit down in the waiting area. Her work coach will come and find her there.
* Mary is waiting and it is past her interview time. She asks again about her interview and is told that it is running over time. Her work coach will be with her when it’s her turn.
* Mary meets with her work coach.
* Mary is asked to provide all the evidence for her claim, which she was asked to bring as part of submitting her claim.
* The work coach prints the claimant agreement and Mary’s claim, to go through all the details together.
* Mary has to sign the agreement, stating that she will be attending her weekly interview with her work coach and commit to searching for jobs.
* Mary quickly goes through her career aspiration and experience with her work coach. However, they don’t have much time as the session is very short and has been taken up by admin.
* Mary is told of the job search tools that she can use online. She is given the number to the job centre service line if she has any questions.
* Mary gets the date for her weekly interview (always the same date) and leaves the job centre.

**Pain points:**

* Unclear as to whom to speak to
* Uninformed as to why her appointment is running late and if it is going ahead
* Lack of assistance while waiting for the interview.
* Lack of assistance to find job from the first interview.
* No visibility of whether the claimant is a first time job seeker or not for the work coach.

**Early ideas:**

* Knowing whether Mary is coming to the job centre for an interview or because she might just need to speak to someone. Giving her the assistance needed according to this.
* Telling Mary as she walks in that her work coach has been informed that she is there and will be with her as soon as possible.
* Giving Mary information on who her Work Coach is and what they know about her, questions she might have already etc.
* Asking Mary as she is waiting how she is feeling and if she has any questions to record while waiting, what her expectations are etc.
* Informing Mary up front if her sessions is running late of not. Telling her that she will be informed a few minutes before her session, in case it is running late.
* Giving Mary the ability to speak to a chat bot like Watson while doing her claim online, so she can get continuous support.
* If Mary is there to just as a question, have a virtual assistant ready that Mary can speak to on her phone or at the job centre computers. If she needs to wait for her virtual assistant then let Mary ask any questions up front while she is waiting for it to become available.
* Ask Mary when she walks out how she felt about her visit at the job centre and how she would like it to change for next time. How is she feeling now compared to when she walked in.