User Journey Map

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22
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PHASES	FAMILIARIZATION WITH THE PLATFORM AND REGISTRATION	JOB HUNTING	SEND APPLICATIONS	WAIT FOR APPLICATIONS REVIEW	DECISION PHASE	INTERVIEW (in case of acceptance)
HAPPINESS LEVEL	**Painpoint** The user is in a hurry to find a job, so he wants to find the essential quickly and to register as easy as possible, while staying secure.	**Painpoint** The dream job has some special features, so the applicant wants to select and visualize only offers that meet these requirements.	**Painpoint** Alex wil apply for a lot of jobs, so is important for him to have a good management of his applications.	**Painpoint** Applied! But now what?....	**Painpoint** Receiving an application review notification is always good, even in case of a rejection. Alex has little experience with interviews, so, in case of an accept, he wants to receive details about how the interview will take place.	**Painpoint** An interview is intimidating for a young candidate, so it's important that the setup and requirements for that are simple and clear.
ACTIONS	• User views the home page. • User decide to create an account.	• Candidate views the job list. • They are interested in specific types of jobs.	• User applies for some positions.	• Alex has applied, and now is waiting for his applications to be reviewed.	• User has been accepted for an interview / his application has benn rejected.	• User has been accepted for an interview.
OPPORTUNITIES	• We present the application process right on the home page, so that the user doesn't waste time searhing for it. • We have designed an intuitive and secure sign up process.	• We offer a search and filter feature, to improve the User Experience.	• We create a MyApplications page, in order to keep them manageable,	• We think about a way to create a system which enables keeping track of the applications status.	• In case of an accept, we send the candidate via email detailed information about the interview process. • In case of a rejectal, we inform the applicant accordingly.	• We send the user clear instructions on how to access the conference room. • We facilitate a smooth and secure interviewing process.