Customer journey map

1. CUSTOMER JOURNEY MAP

STUDENTS
Enter Details → Form Validation by System → Submit Application → Application Status
Form → Wang Verifflom → → Track Application Status

ADMINISTRATORS
Receive Application for Review ← Review & Approve / Reject → Update Admission Status → Manage Student & Teacher Records
Receive Application for Review > Upidate > Generate Reports for Management

TEACHERS
Access Student Records → Monitor Student Performance

1. Student enters details in the admission form
2. System automatically validates form
3. Application triggers approval workflows for administrators
4. Administrators review & update admission status
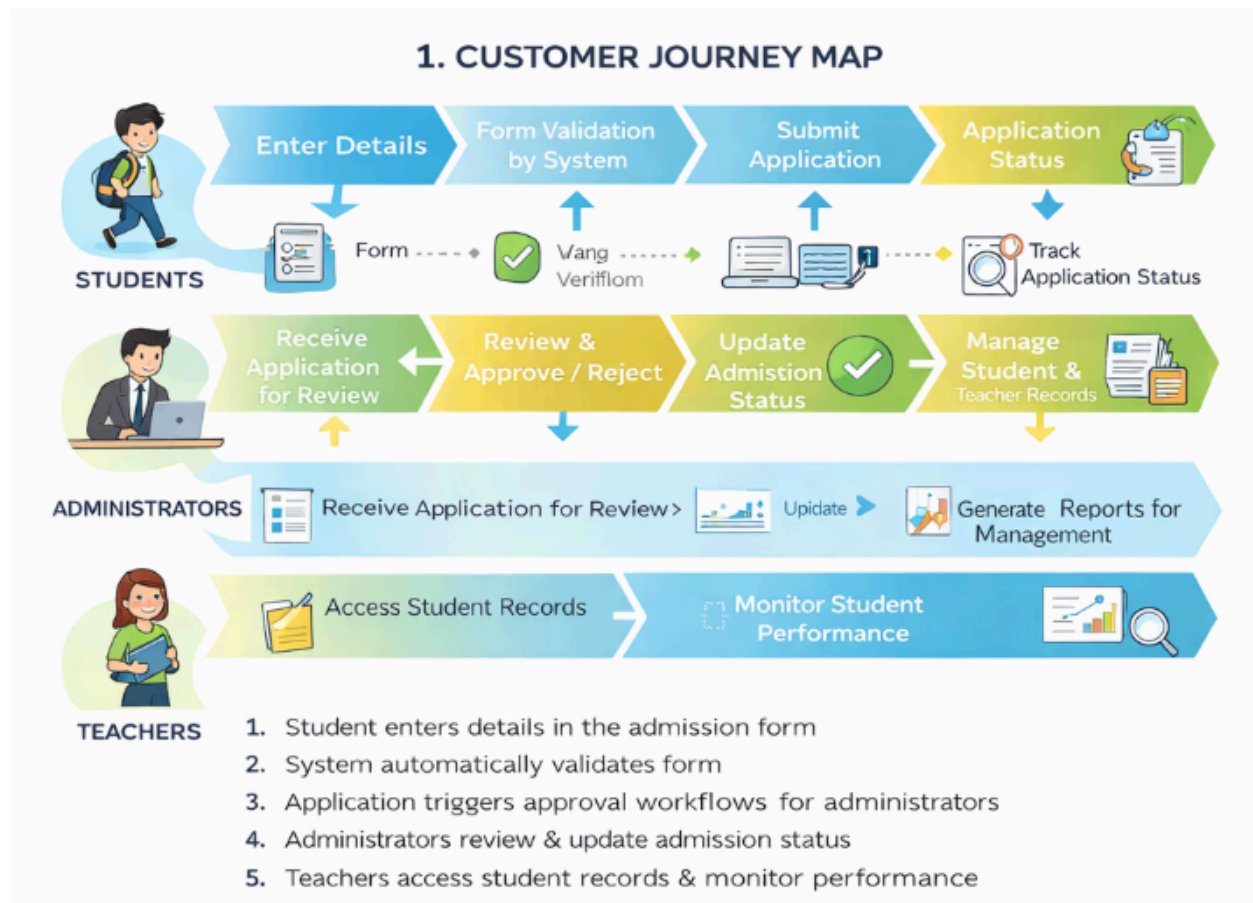5. Teachers access student records & monitor performance

The Customer Journey Map represents the interaction flow between users and the Educational Organisation Management System from initial access to completion of institutional processes. The primary stakeholders involved in the system include students, teachers, and administrative staff. Understanding their interaction journey helps in designing a user-friendly and efficient automated solution.

The journey begins when a student accesses the system to apply for admission. The student enters personal and academic details through a structured registration form created within the ServiceNow platform. Client-side validation scripts ensure accurate data entry before submission. Once the application is submitted, the system automatically generates a unique student identification number using number maintenance functionality.

After submission, the admission request triggers an automated workflow in Flow Designer. The application is routed to the administrator for review and approval. The administrator verifies submitted details and either approves or rejects the application.

The system automatically updates admission status and stores records in centralized database tables.

Teachers interact with the system after admission approval. They access student records to monitor academic performance and update evaluation details. The centralized system enables teachers to retrieve information quickly without manual record searching.

Administrative users manage institutional operations such as maintaining teacher records, monitoring student admissions, and generating reports. Automation significantly reduces repetitive manual work, allowing administrators to focus on decision-making tasks.

Throughout the journey, users experience transparency, faster processing time, and improved communication. Automated notifications and status updates ensure that stakeholders remain informed about system activities. The customer journey mapping process helped identify bottlenecks in traditional systems and guided the development of a streamlined workflow-driven educational management solution.