





## Project Design Phase-II

### Customer Journey

Date	08 October 2022
Team ID	PNT2022TMID30278
Project Name	Smart Solution for Railways
Maximum Marks	

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div>Book an online ticket with an proper guidelines</div> <div>Avoid Ticketless Traveling</div>	<div>Book an ticket by entering the valid personal details and their journey details.</div> <div>Making the Personal detail and government and ask can book their ticket from whenever they want.</div> <div>We can not enter the station without entering the QR code. In this system we don't the tickets, drawing because the railway rule.</div>	<div>Booking is confirmed by generating a ticket.</div> <div>Each Travel consist of an unique QR Code that contain some information of the passenger.</div> <div>Passenger need to scan the QR code while entering the train platform.</div> <div>There is an automatic door system with an scanner and the PR sensor.</div> <div>When the door is scanned the door open. It only the case of a door and the passenger need while entering the door. Otherwise the door will not open.</div>	<div>Prevent loss on the Government side</div> <div>Make a note to copy all the necessary information before the ticket book.</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>Helps to stop the ticketless traveling</div> <div>Initiation setup cost may be high for the ticket checking system.</div>	<div>Helps to know about all the services that are provided in Railways</div> <div>Server Maintenance delay may occur</div>	<div>Helps to book the ticket in a quick manner</div> <div>Every detail is stored in cloud. So it is highly secured.</div>	<div>Helps to know their live location of traveling</div> <div>Helps to avoid the fraudulent behaviour.</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div>Ticketless Traveling</div>	<div>Through the Help Service via application</div> <div>Assistance provided to book ticket</div> <div>Fastest Ticket Verification</div>	<div>Booking Page is viewed</div> <div>Ticket is generated with unique QR Code</div> <div>Proper Checking is done with system before getting into the train.</div>	<div>Makes Profit for the Government</div> <div>Easy and efficient process</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	<div>Chatbots may be provided for clarification while booking</div>	<div>Personal details requirements entry can be minimized by</div>		<div>Multiple Secured Entries may be provided in order to manage in busy times.</div>
<b>Process ownership</b> Who is in the lead on this?	<div>Government and Passenger</div>	<div>Passenger</div>	<div>Passenger and Government</div>	<div>Passenger and Government</div> <div>miro</div>