	Entice How does someone initially become aware of this process?	**Enter** What do people experience as they begin the process?	**Engage** In the core moments in the process, what happens?	**Exit** What do people typically experience as the process finishes?	**Extend** What happens after the experience is over?
Steps What does the person (or group) typically experience?	**Visit App** Passengers visit the app to book tickets, to know seat availability and live train status.	**Inside App** In the front page user see more available options	**Booking Tickets** People booking tickets using app with their details and generate QR code from that / **View live status** Passengers view the live status of the train using the same app	**Proper destination** with the help of live status of the train, passengers reach their correct destination	**Sharing app** There is possibility in people to share this application to their neighbours and friends
Interactions What interactions do they have at each step along the way? • **People:** Who do they see or talk to? • **Places:** Where are they? • **Things:** What digital touchpoints or physical objects would they use?	interaction with the people via SMS	Interaction with the people using the app	Interacting with the people using the app	All interactions within the application is possible	people can give feedback of the application
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Helps to book respective to their gender and berth selection	Intimtion when destination place comes	Passengers want to know the location status of the train	Passengers not knowing the station names so they don't reach the correct destination	New page for knowing the station name or location
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	No need to wait in a queue to buy tickets or giving service costs to centers	Booking tickets from the own places is a time saving process	App is easily accessible to everyone	The entire journey is complete without taking any physical id proofs	Papers are not used in the entire process
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	People don't have mobile phones are not able to use this application	Uneducated people could'nt use this app properly	Facing internet issues when there is no possibility to network	There is no possibility to extend their journey during the travel	The overall process only happens in app so the passenger face any real-time issues are not directly solved using the app.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Display separate session of ticket booking, train status etc., in the first screen of application	Idea to implement set remainder option for booking tickets	Implement live status option to know exact location of the train	At the end of the journey open review column to get passenger reviews	Based on the passengers review get more ideas to implement