Project Design Phase-II

Customer Journey

Date	20/10/2022
Team ID	PNT2022TMID37693
Project Name	Project-Traffic And Capacity Analysis For Major Ports
Maximum Marks	4 Marks

Phase of Journey Describing experience in each steps	*Discovery* Why do they start the journey?	*Login* How the user enter to use?	*Onboarding and First Use* How can they feel successful?
Actions What does the customer do? And What they look for?	View the Traffic and Capacity analytics on ports Search the database across the ports	Start Free Trial Connect their private account	Explore the dashboard options Track the status of the ports Use filters to customize the view of ports
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?	Company Portal Public Sector Website Freight Monitoring	Login or Sign up Verification through email	Dashboard Visualize Port Status View Information of Particular Train in Port
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	To view Rail Traffic Status at each Port To get properly predicted Congestion	I use special options to work I don't give personal datas	Transportation of Rails acroos ports can be handled smoothly Traffic can be predicted and avoided in fututе Ststus of rails at each ports were tracked
Customer Feeling What is the customer feeling?			
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Additional Service Suggested Suuply Chain can be improved	Review the History	Communicate with other Users Providing Container Tracker tool