

Project Design Phase-II

User journey

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Team ID	PNT2022TMID32277
Project Name	Project – Smart Solutions For Railways

<div> <div>User journey</div> <div>by the Design Team of Accenture Interactive NL</div> </div> <div> <div> People 2-9 </div> <div> Time 30 min </div> <div> Difficulty Beginner </div> </div>				
Phases High-level steps your user needs to accomplish from start to finish	Visiting the Website for Railway	Sign in/Sign up	Ticket Booking	AI Chatbot Support
Steps Detailed actions your user has to perform	Stable internet connectivity Javascript enabled browser Updated browser versions	Create user ID Create password Confirm and Signup	Details filled in respective field Assure field details are correct Revalidating filled informations	Tap the assistant for immediate support Posting query in the chatbox
Feelings What your user might be thinking and feeling at the moment	Assured security Secured directing of website Quick loading of website	Secured environment Data Protected	Easy to switch pages Understandable text format	Easy for guidance Sortout the issue at ease
	Time consuming at lower bandwidth		Easy to fill the details	Limited features available at process
Pain points Problems your user runs into	Unable to own device Poor network availability Unaware people can visit wrong domain name	Setup long security key	Once filled the details can't be changed easily Case sensitive	Responding with correct solution in the given keyword as expected English support only
Opportunities Potential improvements or enhancements to the experience	Simple text format including features based on user comments	Separate login page for demo view	Booking review Check filled details at the end before submitting booking	Provide complete support based on customer recommendation and comments in chatbox Enable various features for reliability