

PHASES	PHASES 1 Motive	PHASES 2 Website Search	PHASES 3 Preferences	PHASES 4 Confirmation	
	Need to Book Railway Tickets	Search for train Availability	Customer chooses the seat	Chosen seat is asked for confirmation	
	Excited	Happy as customer finds multiple options	Happy as customer finds convenient	Happy as customed find preferred seat	
	Good	Good	Good	Good	
	Easy to handle	Less Complex	Show the available seat	Web app with simple UI	
Activities					
Emotion					
Experience					
Feedback					