Phases	Motivation	Information gathering	Analyzes	Choose the efficient product	Payment
Actions	Displaying the tickets in virtual manner for reducing usage of paper	The data is very secure therefore cyber crime is maintained for problems	The detailed fare info and travel time info are given initially at time of ticket booking	Applications based on QR code or UPI transactions is more efficient	Once we select the seats, the payment page will be generated
Touch Point	The passengers will be more excited and it will be useful for them to travel	The travelers wouldn't worry about their confidentiality	The user is entertained by a variety of new possibilities	The bank Transactions are digitalized nowadays , so the customers can make their transactions via Gpay / PhonePe	The ticket is sent to the travelers in message with aQR code
Customer Feeling					
Customer Thoughts	There iis no need of carrying the tickets for the passengers	Customer may think the details of them will not be safe	The variety of alteration and solutions are available	The customer dont feel any complexities to adapt to a new application	Customers will feel safe with this application
Opportunities	Travel experience will be improved by less tension	The complete track on thier travel history and some benefits are there, after the installation	ith this applications customers will feel safe rather relying on other websites	Instant payments due to QR code will customers more happy	Ticket booking and verifying process would be easier and faster