Journey Steps Which step of the experience are you describing?	Discovery why do the even start the journy?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	train timings · train's current location · number of seats available	Search for Trains · Explore the web Application created · Find information about other trains	Hassle free user experience · Accuracy of train. · Easy and fast Tickets bookings.
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	wants to avoid train delays in last minute · achives the most efficent way to travels in a train · wants to avoid confusions on travelling details	Helps the Customer to do a better plan · Helps in changing trains if informed earlier · I can avoid last minute stress and tension	I can get proper information · Reduce Tension · The customer can cancel their booking before the train starts
Touchpoint What part of the service do they interact with?	they can know which train would take them to their desired location · At which time the train will arrive at their starting point · they can decide their seat to travel	A clear idea about where they are, and when will they reach their destination · The list of trains · Maps that helps in choosing locations	tell the service benefits to others · sharing with others
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*			
Backstage			
Opportunities What could we improve or introduce?	A better tickets booking System.	An accurate And updated train's Live location .	Avoid the confusion While their journey
Process ownership Who is in the lead on this?	passengers	user	users and and admins