

Project Design Phase-II Customer Journey

Date	03 October 2022
Team ID	PNT2022TMID17752
Project Name	Project - A New Hint to Transportation-Analysis of the NYC Bike Share System
Maximum Marks	4 Marks

Customer Journey Map:

User journey

By: [UX Design Team](#) of [A New Hint to Transportation](#), Inc.

People
2-3

Time
30 min

Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [?](#)

1 Phases High-level steps your user needs to accomplish from start to finish.	AWARENESS	RESEARCH	CONSIDERATION	FINAL ACTION
2 Steps Detailed actions your user has to perform.	Discover what a customer would ask to know the product they are interested in. Find out about NYC bikes.	Get information about the features of the product and compare it with other products. Collect information about the main features of the product.	Find more information about the product and compare it with other products. See what the product is like and how it works.	Register on the system and get information about the product. Look about the available products and their details.
3 Feelings What your user might be thinking and feeling at the moment.	 Customer thinks so much.	 Eagerness.	 Got clear idea.	 Happiness.
4 Pain points Problems your user runs into.	What is an NYC Bike?	Whether it is really safe?	Very little information about it so, why they might be suitable for me?	Due to too much of information, the system look complex.
5 Solutions Potential improvements or enhancements to the experience.			Find more information to understand it.	know about the customers expectations.

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