Customer Experience Journey Map

Date	19 September 2022	
Team Id	PNT2022TMID25456	
Project Name	Smart Solutions For Railways	
Maximum Marks	2 Marks	

Journey phases	Planning travel destination	Booking	On the trip	Back at home	
Jobs to be done	 Visit the Website. Create an user account. 	 Search For Destination. Price comparison. Train Facilities. 	 Find coach and seats. Look for food or other necessary items. 	 Review and provide feedback. posting about their travels on social media. 	
Context & Touchpoints	Travel AgencyCustomer Service.	Website portal.Choosing traveling details.	Digital Billboards.Announcement.	 Sharing their travel experience in the social media. 	
Gains	• Time Efficient.	Secure Transactions.	Suggestion for selling goods to be bought.	A productive experience.	
Pains	On sometimes, loading websites takes awhile.	Booking changes are not permitted.	Tracking the train's real-time	arriving late at the destination	
Emotion					
				miro	