1 Phases  High-level steps your user needs to accomplish from start to finish	Ticket Booking	Ticket verification	Train Tracking	Safety and Comfort Actions
2 Steps  Detailed actions your user has to perform	Login / Signup  Choose train and seats  Get QR Code after confirmation	Get QR Code on screen or as message  Show QR Code to Ticket Checker  Verify QR Code with the Cloud	View train location  Check for train delays  Choose alternate travel option based on train status	Order food from the pantry  Raise an emergency alarm  Book auto/ cab when near near destination  Set wake up calls and reminders
3 Feelings What your user might be thinking and feeling at the moment	"I'm very excited getting the about this trip"  Happy about might just like train journeys	This is so much better than carrying a ticket  That was pretty fast	Happy that the train is on time  Calm, knowing exactly where the train is	Excited about having options for food  Comforted knowing that that I'll have an auto waiting once I get off"  "It is so nice that I'll have an auto waiting once I get off"
	Could be worried about not getting the right seats  "What if I leave something behind"  Annoyed about the poor usability of the website	Nervous about losing ticket  Worried that someone else might be in their seat	Annoyed about their that the train is delayed of a train of a train unresponsive	Hungry  Worried about their safety  Unsure about their travel arrangements at the destination station
Pain points Problems your user runs into	Unresponsive and slow website  Poor UI/UX able to select a seat they want	Physical else might ticket is hard easily say to keep safe there first	No way to check if the train is on time  No recourse if train is cancelled or delayed by a location in real time  Not being able to view train's location in real time	No reliable way to order food  No way to halt train / inform authorities  Autos/Cabs at stations are from the destination