

# Customer Journey Map

TEAM ID\_PNT2022TMID03711

<div>Phases</div>	<div>Phase 1 Motivation</div>	<div>Phase 2 Website Search</div>	<div>Phase 3 Choosing Preference</div>	<div>Phase 4 Final Confirmation</div>	<div>Phase 5 Payment</div>
<div>Activities Performed</div>	<div>Wants to book railway tickets for the Travel</div>	<div>Search for the train and Seat availability</div>	<div>Customer chooses the preferred seat</div>	<div>The chosen seat is reserved and asked for confirmation</div>	<div>Makes the Payment for the Preferred Ticket</div>
<div>Emotions</div>	<div>Happy andExcited</div>	<div>Happy as the customer finds numerous options</div>	<div>Happy as the customer findsit convenient</div>	<div>Happy to findtheir preferred seat</div>	<div>First finds little difficulty in payment . Contacts customer service and completes the transaction with helpline</div>
<div>Overall Experience</div>	<div>Good</div>	<div>Good</div>	<div>Good</div>	<div>Good</div>	<div>Average ,Little Disappointed in the first with the laggingin the payment</div>

<b>Customer Expectation</b>	Easy handling and support all operating system	Less complexity for searching the seat availability	Show the available seats closest to the preference.	A web application with simple interface	Availability of numerous payment options and simple process
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