Project design phase II Customer Journey Map

Date	15 October 2022
Team ID	PNT2022TMID13493
Project name	Smart solution for railways
Maximum marks	4 Marks

STAGES OF JOURNEY	MOTIVATION	IVATION SEARCH FOR WEBSITE		INSIDE THE SITE SELECT TRAIN AND PASSENGER DETAILS		GER DETAILS	PAYMENT		TICKETS	JOURNEY	
ACTIVITES	Wants to book atrain ticket remotely (online)	Search onlineticket booking on search engine.	Neglect the adds if any. Select correct website	Fill the from, destination, date and time of travel. Proceed with search trains.	Check seat availability and train details.	Select appropriate trainamong the availability	Add passengers and fill the details	Proceed forpayment process	Contact online service for help	e-tickets with QR-Code will be send to the registered e-mail ID	"MY BOOKINGS" for QR Code access. PNR Status for accessing updates regarding tickets. GPS tracking for accessing live location.
FEELINGS	Constitution of the Consti		StopAll Ads	AND	GASHBATU CJACJ Flye Select Constructor To deep B Constructor To deep B Constructor Constructor To deep B Constructor Construc				6 Cardinosh-hab.com - cq/7660941	Today.	PNR Status Fare Enquiry Search Trains Seat Availability Route/Schedule Book/Cancel Tickets torn/Lapad Chim
VERY HAPPY		\				•					
OVERALL SATISFIED										/	
NOT SATISFIED											
EXPERIENCES	Exited to have abetter commuting experience	Surprised to see many websites confusing about how to choose	Annoyed to choose due to unwanted adds interrupting while booking	Satisfying availability of stations	Amazed to find wide range of train availability of passengers	Confused to select the appropriate trains	Hectic process due to unnecessary data entry	Frustrated to find only restricted payment options	Satisfied with online payments but had some server delay	Delighted to have digitalized tickets	Pleasant journey experience with lots of commuting facilities
CUSTOMER EXPECATIONS	Effective remote booking	More user- friendly searchengines	Allow to hide necessary adds	Clear and innovative website designs	To view categorized seat availability	Display trains based on ratings	Avoid collecting unnecessary data	More payment choices	Faster websitespeed	To experience digitalized ticket booking	Safe and secured travel without any inconvenience.