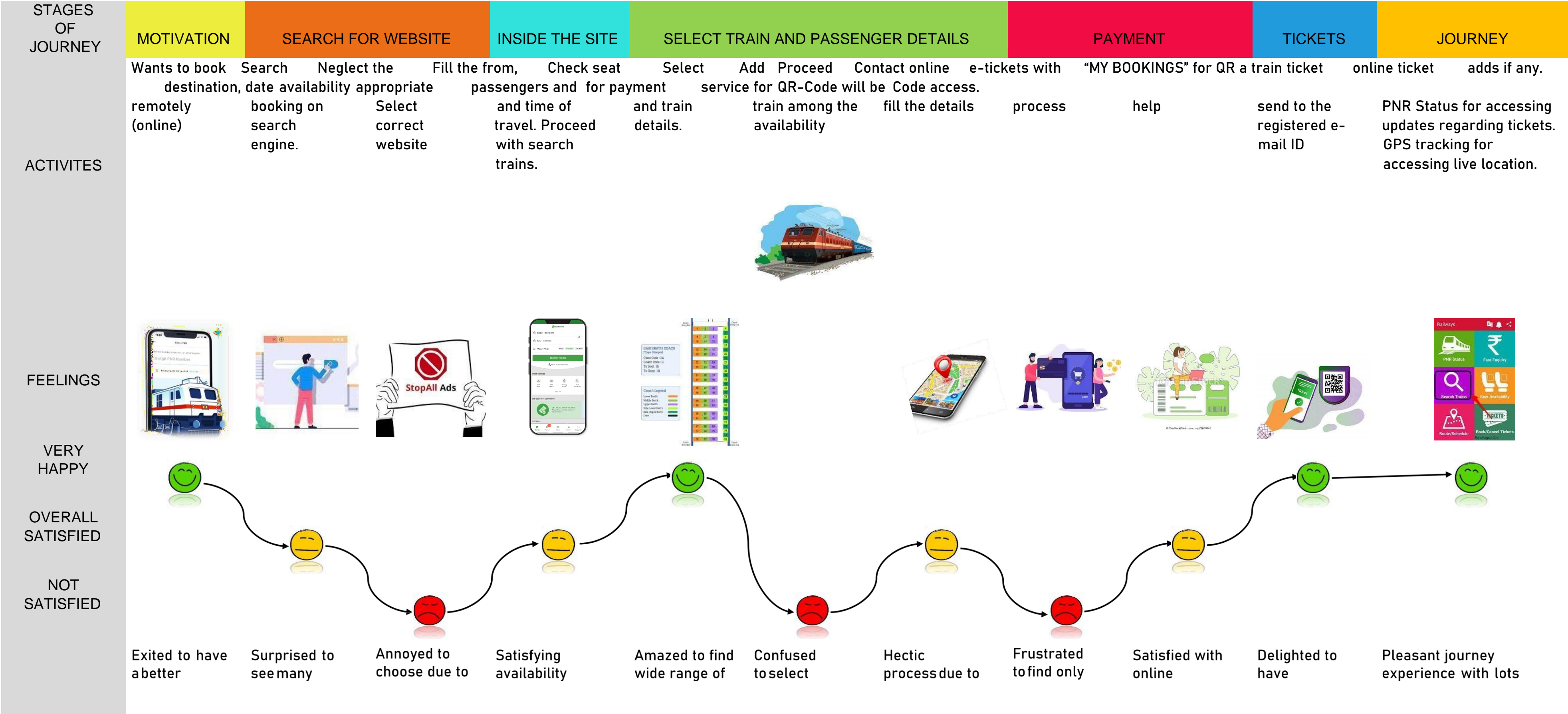


**Project design phase II**  
**Customer Journey Map**

<b>Date</b>	<b>16 October 2022</b>
<b>Team ID</b>	<b>PNT2022TMID21839</b>
<b>Project name</b>	<b>Smart solution for railways</b>
<b>Maximum marks</b>	<b>4 Marks</b>



EXPERIENCES

commuting websites unwanted of stations train the unnecessary restricted payments but digitalized of commuting facilities experience confusing about adds availability of appropriate data entry payment had some tickets how to choose interrupting passengers trains options server delay while booking

CUSTOMER  
EXPECATIONS

Effective More user- Allow to hide Clear and To view Display trains Avoid More Faster To experience Safe and secured travel remote friendly necessary innovative categorized based on collecting payment website speed digitalized without any booking search engines adds website designs seat ratings unnecessary choices ticket booking inconvenience. availability data