Project design phase II

Customer Journey Map

Date	**16 October 2022**
Team ID	**PNT2022TMID21839**
Project name	**Smart solution for railways**
Maximum marks	**4 Marks**

STAGES OF JOURNEY	MOTIVATION	SEARCH FOR WEBSITE	INSIDE THE SITE	SELECT TRAIN AND PASSENGER DETAILS	PAYMENT	TICKETS	JOURNEY
ACTIVITES	Wants to book destination, date remotely (online)	Search booking on search engine.	Neglect the Select correct website	Fill the from, passengers and time of travel. Proceed with search trains.	Check seat availability and train details.	Select Add train among the availability	Proceed for payment fill the details	Contact online service for process	e-tickets with QR-Code will be send to the registered e-mail ID	“MY BOOKINGS” for QR Code access. help	a train ticket online ticket adds if any. PNR Status for accessing updates regarding tickets. GPS tracking for accessing live location.
FEELINGS										
VERY HAPPY							
OVERALL SATISFIED							
NOT SATISFIED							
	Exited to have a better	Surprised to see many	Annoyed to choose due to	Satisfying availability	Amazed to find wide range of	Confused to select	Hectic process due to	Frustrated to find only	Satisfied with online	Delighted to have	Pleasant journey experience with lots

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