	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	create their google account visit websites registration	plan selection first class second class third class	opens websites get registered by filling up the registration form sign in with thier login details overview the plans. choosing thier plans after planning click on book tickets then money transactions occurs	ready to travel without pressure	giving feedback
Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	Interaction with a customer service Interaction in a place direct from house Interaction with a internet	choosing travelling details	website registration form login plans payment	train	feedback area
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	online booking Ease of access	booking	easy and secure payment method	secure travel	expressing their experiences
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	time efficient	interfacing ways	secure payment methods	excitement towards travel	fruitful travel
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	network problems.technical problems	oscillation in cost and plans	plans are not enough accoroding to the customers requirements	unsatisfactory about plans	late train arrival
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	responsive sites easy access of mobile apps	various features and also regular updates of services	more plans	getting feedback	betterment in regular updates