TEAM ID : PNT2022TMID01089

PHASE	1	2	3	4	5	6	7	8
What are the high level phases across the customer journey?	NEED		RESEARCH			SELECT		

CUSTOMER EXPERIENCE

CUSTOMER BEHAVIORS
What are the actions taken by the customer?

Ticket booking	Monitoring object or parcel movement by GPS	One device in train calculates distance between devices	24*7 customer support

CUSTOMER BEHAVIORS · CUSTOMER BEHAVIORS · CUSTOMER BEHAVIORS · CUSTOMER BEHAVIORS

TOUCHPOINTS
What channels does the customer use to reach you?

- E-mail service — Touchpoint
- Customer care — Touchpoint
- Reviews — Touchpoint

TOUCHPOINTS · TOUCHPOINTS · TOUCHPOINTS · TOUCHPOINTS

ATTITUDES + EMOTIONS
What attitude or emotion does the journey evoke?

- Ticket booking
- Able to reduce the possible crimes in underground and reaching soon
- IOT will aid automated safety monitoring and prediction of train other incidents to improve the control and safety operations, as well as prevent damage certificates

ATTITUDES + EMOTIONS · ATTITUDES + EMOTIONS · ATTITUDES + EMOTIONS · ATTITUDES + EMOTIONS

EMPLOYEE EXPERIENCE

INTERNAL PROCESS
What are the steps taken internally to support the customer behavior?

- Customizable ticket booking
- Automation
- enable high speed wireless data communication inside trains

INTERNAL PROCESSES · INTERNAL PROCESSES · INTERNAL PROCESSES · INTERNAL PROCESSES

TEAMS + GROUPS
What teams and groups are engaged in delivering the experience?

- Direct interact with our team using chatbot

TEAMS + GROUPS · TEAMS + GROUPS · TEAMS + GROUPS · TEAMS + GROUPS

SYSTEMS + TOOLS
What systems and tools are used to deliver the experience?

- IBM Watson IoT Platform
- Web UI
- Cloudant DB

SYSTEMS + TOOLS · SYSTEMS + TOOLS · SYSTEMS + TOOLS · SYSTEMS + TOOLS

ATTITUDES + EMOTIONS
What attitude or emotion does the journey evoke?

- Customer service
- IoT enabled access control allows us to our concerns rather than drive solutions to improve flow system use in operations, as well as various damage certificates
- IOT sensors or automated safety monitoring and prediction of wheel and bearing failures, as well as detection of oil or gas leakages

ATTITUDES + EMOTIONS · ATTITUDES + EMOTIONS · ATTITUDES + EMOTIONS · ATTITUDES + EMOTIONS