



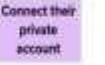

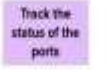
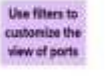












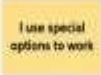











Project Design Phase-II

Customer Journey

Date	26/10/2022
Team ID	PNT2022TMID19010
Project Name	Project-Traffic And Capacity Analysis For Major Ports
Maximum Marks	4 Marks

Phase of Journey Describing experience in each steps	Discovery Why do they start the journey?	Login How the user enter to use?	Onboarding and First Use How can they feel successful?
 Actions What does the customer do? And What they look for?	 	 	  
 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?	  	 	  
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	 	 	  
 Customer Feeling What is the customer feeling?			
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	