## **Project Design Phase-II**

## **Customer Journey**

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Date	26/10/2022
Team ID	PNT2022TMID19010
Project Name	Project-Traffic And Capacity
Į ,	Analysis For MajorPorts
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 de?  And What they look for?	View the Tieffic Search the detabase across the ports	Connect their Start Free Trial private account	Explore the Track the Use filters to deshiboard status of the customize the options ports view of ports
Interactions  What interactions do they have at each shap along the way?  * People who do they see or talk to?  * Places: Where are they?  * Things: What digital louchpoints or physical objects insulat they use?	Company Public Sector Freight Portal Website Monitoring	Login or Verification Sign up through small	Dashboard Visualize Port View Information of Particular Train in Port
Goals & motivations  At each step, which is possible printing good or reduction?  ("Help me." or "Help me steeld.")	To view Rall To get properly predicted cangestian each Port Cangestian	Luse special Edon't give options to work personal datas	Transportation of Transportati
Customer Feeling What is the customer feeling?		( b)	
Areas of opportunity How might we make each step better? What keens do we base? What have others suggested?	Additional Service Supply Chain can Suggested be improved	Review the History	Communicate Providing Container Tracker total