

## Project Design Phase-II

### Customer Journey

Date	18 October 2022
Team ID	PNT2022TMID09958
Project Name	Smart Solution for Railways
Maximum Marks	4 MARK

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div>Book an online ticket with an proper guidelines.</div> <div>Avoid Ticketless Traveling</div>	<div>Book an ticket by entering the valid personal details and their journey details.</div> <div>Helping the process, server and network and also provide more for faster time whenever they want.</div> <div>He one can enter the station without scanning QR code, in their ticket and avoid the hassles traveling because the they can.</div>	<div>Booking is confirmed by generating a ticket.</div> <div>Each Ticket comes of an unique QR Code that contains some information of the passenger.</div> <div>Passenger needs to scan the QR code while entering into the platform.</div> <div>There is an automatic door system with an scanner and the PIR sensor.</div> <div>When the user is scanned the door opens it will the user's ticket and the sensor scans while entering the door then when the user get inside the train get closed.</div>	<div>Prevent lost on the Government side</div> <div>Make sure to carry all the necessary information with the ticket book.</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>Helps to stop the ticketless traveling</div> <div>Initiation setup cost may be high for the ticket-checking system.</div>	<div>Helps to know about all the services that are provided in Railways</div> <div>Server Maintenance delay may occur</div>	<div>Helps to book the ticket in a quick manner</div> <div>Every detail is stored in cloud. So it is highly secured.</div>	<div>Helps to know their live location of traveling</div> <div>Helps to avoid the fraudulent behaviour.</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div>Ticketless Traveling</div>	<div>Through the Help Service via application</div> <div>Assistance provided to book tickets</div> <div>Fastest Ticket Verification</div>	<div>Booking Page is viewed</div> <div>Ticket is generated with unique QR Code</div> <div>Proper Checking is done with system before getting into the train.</div>	<div>Makes Profit for the Government</div> <div>Easy and efficient process</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	😬	😬	😬	😬
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	<div>Chatbots may be provided for clarification while booking</div>	<div>Personal details requirements entry can be minimized by</div>		<div>Multiple Secured Entries may be provided inorder to manage in busy times.</div>
<b>Process ownership</b> Who is in the lead on this?	<div>Government and Passenger</div>	<div>Passenger</div>	<div>Passenger and Government</div>	<div>Passenger and Government</div>