Project Design Phase-II
Customer Journey Map

Date	14 October 2022
Team ID	PNT2022TMID29870
Project Name	Project - Smart Solution for Railways
Maximum Marks	4 Marks

PHASES	Motivation	Information Gathering	Analyzes Various Products	Choose the most efficient Product	Payment
Actions	Want to reduce the Paper usage in Ticket Printing	To acquire a secure journey, you want to use a useful application.	Low performance is offered by other applications.	Applications based on QR Codes are more effective than other applications.	After choosing a seat, proceed to payment.
Touch Point	The passengers are excited.	After installation, travelers won't have to worry as much about carrying tickets and documents.	The user is entertained by the variety of new possibilities offered	The passenger won't worry about safety once this application is installed.	The government obtains this application after discovering it.
Customer Feeling	😍	😵	🙂	😍	🙂
Customer Thoughts	The travelers believe it will make for a better and safer trip.	The travelers believe it will be simple to locate the journey's history.	Customer thinks alter solution will be available	They would have a very easy time choosing the application.	They believe the app will be simple to use.
Opportunities	The travel experience for the customer is improved.	The customer is aware of the complete application process.	The client would be knowledgeable about various booking websites.	The passengers learn which application or website is the finest one.	The travelers will appreciate the trip.