Date	17.10.2022
Team ID	PNT2022TMID17438
Project Name	Project - Traffic and Capacity Analytics in Major ports

Customer Journey Map

Analyses the customer's journey in the course of the project development.

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Login How do they enter to use?	
Actions What does the customer do? What information do they look for? What is their context?	Views the traffic and capacity details of the ports	Choose user type / Enter into the dashboard	Explore the dashboard options
Needs and Pains What does the customer want to achieve or avoid?	I want to view rail traffic status at each port / Will I get properly predicted congestion?	I get specialized options to work on / I don't give up any personal data / I worry about having to pay before trying	I can handle the transportation of rails across the ports smoothly
Touchpoint What part of the service do they interact with?	Government portal / Organization portal	Login page	Dashboard
Customer Feeling What is the customer feeling?	🥺	😌	