

PHASES	PHASES 1 Motive	PHASES 2 Website Search	PHASES 3 Preferences	PHASES 4 Confirmation	PHASES 5 Payment
Activities	Need to Book Railway Tickets	Search for train Availability	Customer chooses the seat	Chosen seat is asked for confirmation	Makes payment for confirmed seat
Emotion	Excited	Happy as customer finds multiple options	Happy as customer finds convenient	Happy as customed find preferred seat	Faces little difficulty
Experience	Good	Good	Good	Good	Average
Feedback	Easy to handle	Less Complex	Show the available seat	Web app with simple UI	Availability of numerous options