

Project design phase II

Customer Journey Map

Date	17 october 2022
Team ID	PNT2022TMID11445
Project name	Smart Solution For Railways
Maximum marks	4 Marks

STAGES OF
JOURNEY ACTIVITES

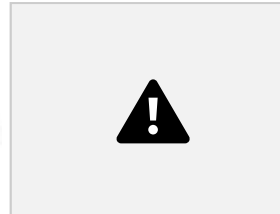
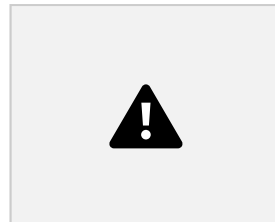
OVERALL SATISFIED

NOT
SATISFIED
MOTIVATION SEARCH FOR WEBSITE INSIDE THE SITE SELECT TRAIN AND PASSENGER DETAILS
PAYMENT TICKETS JOURNEY

Wants to book Search Neglect the Fill the from, Check seat Select Add Proceed Contact online e-tickets with “MY BOOKINGS” for QR a train ticket online ticket adds if any. destination, date availability appropriate passengers and for payment service for QR-Code will be Code access.
remotely booking on Select and time of and train train among the fill the details process help send to the PNR Status for accessing (online) search correct travel. Proceed details. availability registered e- updates regarding tickets. engine. website with search mail ID GPS tracking for trains. accessing live location.

FEELINGS

VERY
HAPPY



Exited to have a better

Surprised to see many

Annoyed to choose due to

Satisfying availability

Amazed to find wide range of

Confused to select

Hectic process due

EXPERIENCES commuting websites unwanted of stations train the unnecessary restricted payments but digitalized of commuting facilities experience confusing about adds availability of appropriate data entry payment had some tickets how to choose interrupting passengers trains options server delay while booking

CUSTOMER EXPECTATIONS

Effective More user- Allow to hide Clear and To view Display trains Avoid More Faster To experience Safe and secured travel remote friendly necessary innovative categorized based on collecting payment website speed digitalized without any booking search engines adds website designs seat ratings unnecessary choices ticket booking inconvenience. availability data