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?
Actions What does the customer do? What information do they look for? What is their context?	Difficulties involved in tradional procedures during ticket booking and other railway related issues.	Easier and quicker reservation process / proper management of user data for easier access / hassle-free work flow	Feedback from train passengers / Number of users of the web application	Good customer review / Feedback collection
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	To reduce the time consumption and uncertainty of ticket booking / To avoid waiting in queue and other paperworks involved	Needs secure way of booking and ticket checking / To avoid mishandling of data of users / Needs proper loaction updates during travel	Faster booking and advanced knowledge of seat availability / No need of carrying ID proof	Easy user interface of the application / Added facilities such as location updates and alert system
Touchpoint What part of the service do they interact with?	Web page for ticket booking	Generation of QR code after booking / Retrieval of user data from QR code durin checking	chaos free ticket reservation and location tracking / user friendly web interface	Reduction of work load and stress / Gains customer satisfaction
Customer Feeling What is the customer feeling? *Tip: Use the emoji app to express more emotions*	😁	😎	🤩 🤩	🤑
Backstage				
Opportunities What could we improve or introduce?	Very needy to the	Faster booking,	Easy to use and	Added features and
Process ownership Who is in the lead on this?	Railways	railway authorites, railway application developers	web developers and users	railway passengers