STAGES OF JOURNEY	MOTIVATION	SEARCH FO	OR WEBSITE	INSIDE THE SITE	SELECT TR	AIN AND PASSEN	GER DETAILS	PAY	MENT	TICKETS	JOURNEY
ACTIVITES	Wants to book a train ticket remotely.	Search online ticket booking on search engine.	Neglect the adds if any.	Fill the from, destination, date and time of travel. Proceed with search trains.	Check seat availability and train details.	Select appropriate train among the availability	Add passengers and fill the details	Proceed to pay	Contact online service for help	e-tickets with QR- Code will be send to the registered e-mail ID	"MY BOOKINGS" for QR Code access. PNR Status for accessing updates regarding tickets. GPS tracking for accessing live location.
FEELINGS	Crack the Crack	N.O.	StopAll Ads	Condense Control Laborer Control Labor	Company Comp				© Certitos#Prolis corr -cap?785991		PNR Status Fare Enquiry Search Trains Seat Availability Route/Schedule Book/Cancel Tickets services from
VERY HAPPY		\									
OVERALL SATISFIED			\							/	
NOT SATISFIED				/							
EXPERIENCES	Exited to have a better commuting experience	Surprised to see many websites confusing about how to choose	Annoyed to choose due to unwanted adds interrupting	Satisfying availability of stations	Amazed to find wide range of train availability of passengers	Confused to select the appropriate trains	Hectic process due to unnecessary data entry	Frustrated to find only restricted payment options	Satisfied with online payments but had some server delay	Delighted to have digitalized tickets	Pleasant journey experience with lots of commuting facilities
LAI ENIENOEO	Effective remote	More user friendly	while booking	Clear and innovative	To view	Display trains	Avoid collecting	More payment	Faster website	To experience	Safe and secured travel
CUSTOMER EXPECATIONS	booking	search engines	necessary adds	website designs	categorized seat availability	based on ratings	unnecessary data	choices	speed	digitalized ticket booking	without any inconvenience.