






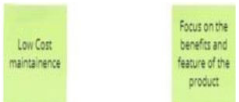










# PROJECT DESIGN PHASE-II

## Customer Journey

Date	29-10-2022
Team ID	PNT2022TMID34503
Project Name	Smart Solutions For Railways
Marks	

<b>JOURNEY STEPS</b> Which step of the experience are you describing?	<b>DETECTION OF CRACK</b> Where is the crack occurs in the railway track?	<b>DISCOVERY</b> Why do they even start the journey?	<b>REORGANIZATION</b> Chief Track Engineers then resolve the problem .	<b>EXPLORE THE IDEA</b> Passengers should explore about this technology to find out new technologies related to it.
<b>ACTIONS</b> What does the sensor do?What information do they look for?What is their context?				
<b>NEEDS AND PAINS</b> What does the passengers want to reach(destination ) or avoid(accidents).				
<b>TOUCHPOINT</b> What part of the service do they interact with?				

<b>PASSENGER FEELINGS</b> What is the passenger feeling?				
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<b>Opportunities</b> What could we improve or introduce?	User friendly	Proper Analysis	Features	Monitoring
<b>Process ownership</b> Who is the lead on this?	creator	creator	