## PROJECT DESIGN PHASE-II

## **Customer Journey**

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

	DETECTION OF CRACK	DISCOVERY	REORGANIZATION	EXPLORE THE IDEA	
JOURNEY STEPS	Where is the crack occurs in	Why do they even start the	Chief Track Engineers then	Passengers should explore	
Which step of the	the railway track?	journey?	resolve the problem .	about this technology to	
experience are				find out new technologies	
you describing?				related to it.	
ACTIONS					
What does the				For senso	
sensor do?What	Creating		PIR Sensor Prevents Develope a Information	Information GPS module Detects the objects and Send through Send through	
information do	Secure Travel  Cost Efficient  Effective	Immediate Information Real Time	from Empathymap About Other Trains	Message Plut	
they look		SMS Alerts about the Train Monitoring			
for?What is their					
context?					
NEEDS AND					
PAINS					
What does the		Always Achieving Helps prioritiue your			
passengers want		Passengers Security Customer to Safety Requirements avoid delays	Can Avoid Increase Promoting Stress and Security positive secure,	Focus on the Low Cost benefits and	
to	Avoiding Avoiding		Tension Security positive, secure, friendly environment	maintainence feature of the product	
reach(destination	Accidents Real Time Monitoring			product	
) or	morning.				
avoid(accidents).					
TOUCHPOINT					
What part of the		MM Sensor	-		
service do they	Delay QR Code for Remote Message Train Monitoring	Information GPS module Detects the objects and Send through Updates the objects and	Ultrasonic Ensuring Quick update sensor predict. More of Real time		
interact with?	Information	Message Plot	the Train accurate Data Reaching Time Alerts	User Friendly Satisfy with code for Experience the quality of quick	
				the product information	

PASSENGER FEELINGS What is the passenger feeling?









<b>Oppurtunities</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	Product Providers	Passengers and Railway Deapartment