

Customer experience journey map

Product School

Smart Solutions for Railways Paperless Work for ticket booking and verification

Bodiesp Aprofess Verification and dark before passenger's distination	Entice Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the concretes in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What bappers after the operferce is over?
Steps What does the person (or group) typically experience?	Busing Total Aut Notice D by Ower Crypt Manufart custom Notice The	Size Details Option Design State Design Sta	Som for City Alat before the description Collecting persons vision of months Alate of the collection of the collectio	Format for more stronger or st	Matery of Jamery Resource of Administration An incompression designs as a design of particular and a
Interactions What interactions do they have at each step along the way? Popel: Who they see or talk to? Flaces: Wheet are they? Things: What digital touchpoints or physical objects would they use?	Numbering Startboling Startbol	Natebooks and Tokholding Paumper made active rise section of the control of the c	Perchangen Menophilds	Please private of the control of the	Matter of Learning season of the parties of the par
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me.," or "Help me avoid")	Ngambada Adamsahar Mgamzad Ngamzad Mgamzad Adamsahar Mgamzada Mgamzada Mgamzada Adamsahar	Height created the first color of the first color o	hidge or to verify the hidge and to be come to be desired on the d	No man years of a second of the second of th	Necessaries and a service and
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Books phase hades books and the second phase books are second phase books are placed to see a second phase books are placed to see a second phase part of some second phase part of some second phase part of some second ph	Pyperfitors to the server of barriers and the se	Eny entodas No desputagements and the second remay about the destants.		Proget Bet holding to the filter grad exercises
Negative moments What steps does a hylical person find frustrating, contusing, angeling, costly, or time-consuming?	Rearrays condition (weight to the first and weight to the first and weight to the first and the first and weight to the first and the first and weight to the first and the first and the first and weight to the first and the fi			Promote field leaving reserve in a enthusy process.	
Areas of opportunity tow might we make each step better? What cleave dow have? What have others suggested?	Produced and American	Hen Hoff metals and demaks developed developed		Convertibutes Interruption I	