Phase of Journey	Authentication		Working method		Reservation		Transaction	
Actions What does the customer do?	Connecting a google account	Login	Watching demo videos and pictures	What entities are used	Reserve		Payment	
Touchpoint What part of the service do they interact with?	Email verification	Login credentials	Demo		Choosing the provided options	Enter a mobile number	Credit card payment	UPI and QR code
Customer Thought What is the customer thinking?	I know how it works	When to go to the pool?	Trying new things	What is the purpose?	Easy to reserve		Is this cost worth?	Easy payment option
Customer Feeling What is the customer feeling?	Happy		Excitement and little bit anxiety		Happy		Satisfaction	
Opportunities	Suggestion of other products	About the product	Suggesting new ideas	Customer help	Customer help	Sample pictures of pool	Feedback	Cancel Registration