

Project Design Phase-II Customer Journey

Date	23 October 2022
Team ID	PNT2022TMID48013
Project Name	Project - A New Hint to Transportation-Analysis of the NYC Bike Share System
Maximum Marks	4 Marks

Customer Journey Map:

User journey

E.g. in Design Sprint, or Service Design Sprint

People
2-9

Time
30 min

Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

1 Phases	AWARENESS	RESEARCH	PERFECTION	FINALIZATION
<small>High-level steps your user needs to accomplish from start to finish</small>				
2 Steps	<div>Discover more about the current state of the NYC bike share system. What are the current challenges?</div> <div>Find out about NYC bikes</div>	<div>Get information about the location of the bike share system and the cost of the bike share.</div> <div>Collect the location of the bike share system and the cost of the bike share.</div>	<div>Find more information about the bike share system and the cost of the bike share.</div> <div>Get more information about the bike share system and the cost of the bike share.</div>	<div>Research more about the bike share system and the cost of the bike share.</div> <div>Look about the availability of bikes at the location of the bike share.</div>
3 Feelings	<div></div> <div>Customer thinks so much</div>	<div></div> <div>Eagerness</div>	<div></div> <div>Got clear idea</div>	<div></div> <div>Happiness</div>
4 Pain points	<div>What is an NYC Bike?</div>	<div>Whether it is really safe?</div>	<div>Very little information about it so, why they might be suitable for me?</div>	<div>Due to too much of information, the system look complex</div>
5 Solutions			<div>Find more information to understand it</div>	<div>know about the customers expectations</div>

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