

Think and Feel

I want a ticket on a train of my choice

Why are there captchas everywhere?

Can I book a seat of my choice?

I don't want any issues during payment

Which payment method will be cheap?

What is my refund status?

I want to book a ticket fast

I want status of my waitlisted ticket

Where can I check live train status?

Can I upgrade a seat?

What do they

Hear

Refund issues

Payment issues

Tatkal problems

Train delays

Ticket availability issues

No response on complaints

Slow application

What do they

See

IRCTC Web, Mobile

indianrail.gov.in

MakeMyTrip

Railway counter

Goibibo

Agents

Friends

confirmtk.com



What do they

Say and Do

I want to book a ticket fast.

Which train is faster on my selected route?

I want to raise a complaint

What does RL mean?

My payment is stuck

Looks for alternate services

Pains

No ticket

Money deducted without booking

Refund status unknown

No upgrade

Seat selection

Cancellation rules

Tatkal booking

Gains

Confirmed ticket

Wants a ticket quick

Willingness to pay more a confirmed seat

Will pay more for additional services