

**Project Design Phase-II**  
**Customer journey**

Date	04 October 2022
Project Name	Smart Solution for Railways
Team ID	PNT2022TMID25670

**Problem Statement:** Smart Railway Solutions.

**Proposed Solution:**

- A Web page is designed for the public where they can book tickets by seeing the available seats.
- After booking the train, the person will get a QR code where we have to show the QR code to ticket collector.
- The ticket collectors can scan the QR code to identify the passenger details and ticket details.
- A GPS module is present in the train to track it. The live status of the journey is updated in the Web app continuously. All the passengers details and their ticket details will be stored in database so that ticket collector will be getting the details after scanning

**Customer Journey Mapping:**

# Customer Journey Map

Phases	Phase 1 Motivation	Phase 2 Website Search	Phase 3 Choosing Preference	Phase 4 Final Confirmation	Phase 5 Payment
Activities Performed	Want to book train ticket in good reservation service	Search for the train and Seat availability	Customer chooses comfortable train to the particular destination	Berth confirmation & details will be checked before proceeding to next steps	Do payment for the selected train
Emotions	Thrilled and cheerful	Happy as the customer find numerous options to the good reservation service	Happy as the customer finds comfortable train for the journey	Excited for the journey	First time there was a error due to bank server, but the second time the payment was successful
Overall Experience	Excellent	Very Good	Excellent	Good	Very good, got disappointment in the first with the server error
Customer Expectation	It supports in all Operating systems	Little complex to find the good reservation service	Shows the comfortable train according to their timings	A web application with easy interface	Complete the successful payment without any errors