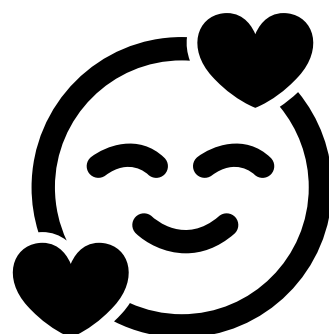
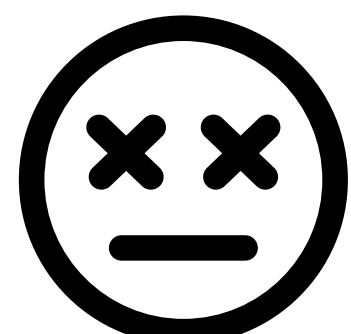

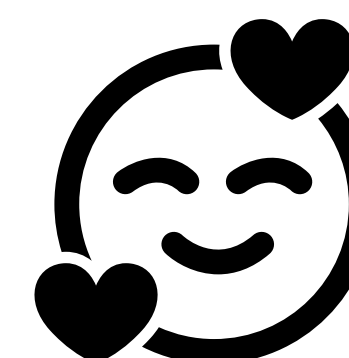



PHASES	MOTIVATION	INFORMATION GATHERING	ANALYZES VARIOUS PRODUCTS	CHOOSE THE MOST EFFICIENT PRODUCT	PAYMENT
Actions	Reduction of paper usage in ticket printing.	Usage of a Smart Application.	Low performance is offered by other applications.	QR codes are most effective than other modes of ticketing.	After filling the details, proceed to payment.
Touch Point	Customer's satisfaction.	Passengers need not care about carrying physical tickets.	Entertaining the passengers by new creative ideas.	Passenger won't worry about safety once this application is installed.	The Railways Department obtains the application, after the payment
Customer Feeling					
Customer Thoughts	The travellers believe it will make for a better and safer trip.	Easy to access journey's history.	Customers goes for alternative Solutions.	Easy to choose the right application.	They expect that the app will be easy to use.
Oppurtunities	The traveller experience for the customer is improved.	Customers are aware of the complete application process.	The client would be knowledgable about various booking sites.	The passengers learn which application or website is the finest one.	Positive feedback by the travellers.