Customer Journey Map

PHASES	Motivation	Information Gethering	Analyzes Various Products	Choose the most efficient Product	Payment
Actions	Want to reduce the Paper usage in Ticket Printing	To acquire a secure journey, you want to use a useful application.	Low performance is offered by other applications.	Applications based on QR Codes are more effective than other applications.	After choosing a seat, proceed to payment.
Touch Point	The passengers are excited.	After installation, travellers won't have to worry as much about carrying tickets and documents.		The passenger won't worry about safety once this application is installed.	The government obtains this application after discovering it.
Customer Feeling					
Customer Thoughts	The travellers believe it will make for a better and safer trip.	The travellers believe it will be simple to locate the journey's history.	Customer thinks alter solution will be available	They would have a very easy time choosing the application.	They believe the app will be simple to use.
Opportunities	The travel experience for the customer is improved.	The customer is aware of the complete application process.	websites.	The passengers learn which application or website is the finest one.	The travellers will appreciate the trip.