

**Project Design Phase-II  
Customer Journey Map**

Date	16 October 2022
Team ID	PNT2022TMID29712
Project Name	Project - Smart Solution for Railways

<b>SCENARIO</b>  Notification during onboard and alight of the passengers.	Entice	Enter	Engage	Exit	Extend
Steps	After seeing a tour that interests them, the customer clicks or taps to view more. They see information about what and where the tour will cover, plus its price, time of day, and tour guide.	Departure of correct place.	Receive Notification of onboard	Receive Notification of alight	Notification appears in the Phone
Interactions	Active	useful	Good		Well developed method
Goal and motivations	Customer should receive notification.	Onboard notification correctly.	Alight notification	Reach destination at correct time	Without delay
Positive moments	Time save	Reach destination correctly	Does not need any external help	Happy	