

PROJECT DESIGN PHASE-II

CUSTOMER JOURNEY MAP

Date	9 th OCTOBER 2022
Team ID	PNT2022TMID35008
Project Name	A new hint to transportation- Analysis of NYC bike share system

Journey steps	Emergency Case	Awareness	Time of Usage	Resource Allocation	Follow up consultation
Actions	People affects with Traffic problems	People should aware with the charging station	The time of usage should be decided by the providers	The resources necessary for the travelling should be maintained by the customers itself	Once the problem is solved Follow up consultation is necessary.
Needs	Customers want to Test and get the result about their vechicle.	The Maintenance of the vechicle is done by the providers.	Customers want to be provided with better service and care	Proper resource allocation for the travelling.	Vechicles need to remain properly fit
Customer Feeling	Nervous & Tensed	Aware of the city and traffic	Feels happy and peaceful	Tensed	Happy and Relieved
Difficulties	Difficulties in reaching the destination	The customer should be aware of the journey.	Depends on the case the extreme traffic condition may affect the customers satisfaction	In some case. Difficulties may rise in timely allocation of resources	In some case . There is a chance of affecting the same vechicle difficulties again
Expectation	People wanted everything to be	Use the products wisely and needfully	Customers want to return the bike in a	Customers expected to treat with the required resources.	Customers expect better service from the bike providers

	smooth and they expect the better travelling	within the period	short period of time		
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