

BookNest: Where Stories Nestle	Team ID: LTVIP2026TMIDS24289
Team Leader: Keerthi Mekala	Member 1: Adil Mohammed
Member 2: Vasanth Metla	Member 3: Rahimtulla Shaik

Requirement Analysis - Customer Journey Map

The Customer Journey Map outlines the step-by-step experience of each type of user on the BookNest platform, including their actions, thoughts, feelings, and pain points at each stage.

Journey 1: Book Buyer (User)

Stage	Action	Thoughts	Feelings	Pain Points
Awareness	Hears about BookNest from friends	Is this platform trustworthy?	Curious	Not sure if legit
Registration	Signs up with name, email, password	Hope the signup is simple	Hopeful	Complex forms
Browsing	Explores book listings on home page	Can I find what I need?	Excited	Too many choices
Wishlisting	Adds favourite books to wishlist	I'll buy this later	Satisfied	Forgetting saved items
Ordering	Places order for a book	Is my payment safe?	Anxious	Unsure of delivery
Post-Order	Views order history	When will it arrive?	Impatient	No tracking updates

Journey 2: Book Seller

Stage	Action	Thoughts	Feelings	Pain Points
Registration	Signs up as seller with credentials	Will I reach enough buyers?	Hopeful	Unsure about platform
Listing Books	Adds books with title, price, image	Is the listing process easy?	Focused	Image upload issues

Managing	Views and deletes listings from dashboard	I need to keep this updated	In control	Manual updates needed
Receiving Orders	Views buyer orders for books	Great, someone bought my book!	Excited	No notification system

Journey 3: Admin

Stage	Action	Thoughts	Feelings	Pain Points
Login	Logs in to admin dashboard	Is everything running fine?	Alert	Need quick overview
Monitor Users	Views all users and sellers	Are there any suspicious accounts?	Vigilant	Large user list
Manage Content	Deletes inappropriate books or users	Platform must stay clean	Responsible	Manual moderation
Overview	Views all orders and listings	Is the platform healthy?	Satisfied	No analytics dashboard

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