User Journeys

RH

Anusha Silva's User Journey - Complaint management process

	Booking Process	Complaint Process	Post Booking Experience	Travel Experience
Action	Open the app, Logs into the account and ticket booking process	Access to the support section and submit complaints.	Receive booking confirmations and updates	If need, Seek assistance from the staff, during the journey
Thoughts	"I'm looking for a smooth train ticket booking experience this time"	"appreciate the straightforward process of submitting complaints"	"I keep updating regarding trip details and any other related details"	"I'm enjoying the journey cz everything went smoothly since my complaints sorted out very quickly"
Pain Points Addressed	• User Friendly interface with improved seat availability visibility • Easy booking process with fewer navigations	• User friendly and effective complaint submission process. • Quick responses and effective communication to sort out complaints.	• Improved communication strategies to address concerns and inquiries after booking. • real-time booking status and journey related notifications.	• Reduced stress by solving the problems that was there during the journey.
Emotions	🤔	😊	🙂	😌

Priya Fernando's User Journey - Live train tracking system

	Booking Process	Live train updates	Onboard Experience	Travel Experience
Action	Open the train ticket booking app and select the origin and destination.	Access to the live details regarding the train and more info about train status.	the journey won't become so frustrating due to being able to know about delays early.	Enjoyable journey
Thoughts	"I'm looking for a smooth train ticket booking experience this time"	"This is what I really expected. I can plan other work if the train gets delayed cz now I can know about delays early"	"It really helped me to plan my work without spending time, waiting for the train	"No more time wasting. I'm so satisfied with the live tracking system."
Pain Points	• Bit confused and worried about what if the train got delayed. • Confused about getting more information about train statuses and all.	• satisfied with the live train tracking system. • At first confused about the train delays but now, can get real-time updates about the train.	• No stress since being able to know about delays early and planning everything else is also easy without frustrating about train delays.	• Experienced no stress and enjoyed the journey and no confusion anymore with the train delays.
Emotions	😢	😊	😃	😄

Dinesh Rajapaksha's User Journey - Multiple ticket booking process

	Booking Process	Ticket Selection	Post Booking Experience	Travel Experience
Action	Open the app, Logs into the account and ticket booking process	Select tickets for both outbound and return journeys.	Receive booking confirmations and updates	If need, Seek assistance from the staff, during the journey
Thoughts	"I'm looking for a smooth train ticket booking experience this time"	"I want a simple ticket selection process for both the journeys"	"This is awesome. I got separate bookings for outbound and return journeys at the same time with different no of travellers"	"I'm enjoying the journey with my other travel partners cz I was able to book for the journey without spending much time easily"
Pain Points	• Bit frustrated about the train ticket booking process regarding, what if I had to book more journeys at the same time.	• Had a little confusion about the ticket booking process. • How bookings work when booking for more journeys at the same time.	• Happy since was able to book the journeys easily.	• Happy about the whole experience.
Emotions	😐	🤔	😊	🥲

Anjalika Fernando's User Journey

	Booking Process	Train Selection	Seating Selection	Payment Process	Ticket Reception
Action	Opens the train booking app. Selects origin and destination.	Views available trains.	Checks seating arrangements. Selects preferred seat.	Proceeds to booking page. Confirms booking.	Receives digital ticket.
Thoughts	Excited to plan her upcoming business trip. Wants to find the most convenient train route.	Looks for trains with suitable departure times.	Wants to select a comfortable seat. Hopes to secure a window seat.	Prepares to enter travel details and payment. Aims for a successful ticket purchase.	Looks forward to a hassle-free journey.
Pain Points	Confusion if there are multiple options.	Frustration if preferred trains are fully booked.	Concern if desired seat is unavailable.	Worried about payment security.	
Emotions	🙂	🤔	🤔	😊	🥲

Shevone Mendiz's User Journey

	Notification Setup	Train Search	Reminder Setup	Pre-departure	Boarding
Action	Sets notification preferences.	Searches for train options.	Sets departure reminder.	Receives pre-departure notification.	Boards the train on time.
Thoughts	Wants to stay informed about train departures.	Looks for the most suitable travel times.	Aims to ensure punctuality for the journey.	Prepares to head to the station.	Ready for an enjoyable trip.
Pain Points	Concern about missing train updates.	Frustration if desired trains are unavailable.	Difficulty in setting up notifications.		Concern about finding the correct platform.
Emotions					

Indra Gonaduwa's User Journey

	Ticket Access	Ticket Selection	Rescheduling Options	Date Selection	Confirmation
Action	Accesses booked tickets.	Selects ticket for rescheduling.	Views rescheduling options.	Chooses new travel date.	Confirms rescheduling.
Thoughts	Wants to stay informed about train departures.	Hopes to find a suitable alternative date.	Seeks clarity on available dates.	Aims to finalize the rescheduling.	Hopes for a smooth ticket adjustment.
Pain Points	Concern about missing train updates.	Concern about potential refund deductions.	Difficulty understanding refund policies.	Worried about making the wrong choice.	Concern about the process being successful.
Emotions					