Awareness	Onboarding	Route Planning	Ticket Booking	Arrival at Station	Exit & Feedback
Learns about the metro app	Downloads the app and signs up	Enters source and destination	Selects ticket type, books e-ticket	Views route progress in-app	Scans to exit, gives feedback
Stage	Could this make my commute easier?	Is this best route ?	I need this done quickly	"How many more stops?"	"That was easy." or "This could be better."
Thoughts & Feelings	Could ithis easy to use.	Payment Issues, siow loading	Payment Issues, slow loading	Offline QR storage,	No option to report issues or rate experience
Pain Points	Cliear or marketing tutorial, social login option	QResent scan, app crashes	Muitiple payment options, fast loading	Live tracking, next stop alerts	Add quick feedback system, reward points for feedback
Opportunities	Clear	Offiine	Offiine QR	Live tracking,	Add quick