



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

The worldwide air transportation network is a critical infrastructure with high impact on mobility trade and economic growth

Air are the fastest and very expensive mode of transport today it is the only mode of transport to reach the most remote and distant areas especially where there are no roads and railways

High speed air is the type of freight capable of traveling along distances in short periods of time

There is less need for heavy packaging

Air transport is one of the fastest modes of public transports which connects international boundaries



High security

Global reach

Very reliable transportation

How do i book air tickets?it is very simple to book air tickets on IRCTC

Online booking is available for all flights up to two hours before the departure time



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?