

Who	Observable Action	Unobservable Action/Notes
Customer	Dials number	Might be searching for train rides going from Boston to NY this weekend
Amtrak Agent	"Hello, Amtrak here, my name is xx, how may I help you?"	
Customer	"Hello, I am looking for a train ride that goes from Boston to New York this weekend."	
Amtrak Agent	"Very well, on what day do you plan to leave, and just to confirm, you are going from Boston to New York, is that correct?"	Agent typing in the background, looking for train tickets that match the customer's description in their system
Customer	"Yes, I'd like to leave this Saturday, preferably in the afternoon."	
Amtrak Agent	"Ok, give me a second."	Waiting for the page to load
Amtrak Agent	"So we have three train rides that run from boston to new york on this upcoming Saturday, which is Oct 22nd, and one of them is in the afternoon. The train leaves at 3:30pm, does that sound like a good time for you?"	
Customer	"October 22nd...3:30pm..."	Checking their digital calendar to make sure the time is right
Customer	"Yah, that would potentially work, how long would the ride be?"	
Amtrak Agent	"The train ride that leaves in the afternoon is 3hr30mins, and the other one that leaves at night takes 2hr50mins."	
Customer	"3hr30s is not bad...I have to get there before dinner so I	

	guess this would be the ideal time for me. How much is the ticket?"	
Amtrak Agent	"The ticket is \$120, does that sound ok for you? If so, I can go ahead and make an order for you."	
Customer	"Yes, that is fine."	Scrolling through their phone to locate the e-voucher Amtrak emailed to them
Customer	"I actually have an e-voucher I received from Amtrak, can I use that to pay for this ticket?"	
Amtrak Agent	"Yes, that'd work. May I have your name and the email address with which you registered your account?"	Typing, trying to make an order online for the customer
Customer	"My name is xxx, and my email is xxx@gmail.com , the voucher number is really long, do I have to read it out to you?"	
Amtrak Agent	"Thank you, yes, unfortunately, you do have to read out the 16-digit e-voucher number, I apologize for the inconvenience."	It would be easier if the customer bought a ticket on their website because they could copy and paste the voucher number from the email and wouldn't have to read it out. But currently there hasn't been a better way for agents to access e-vouchers for phone orders.
Customer	"Ok, so the number is xxxxxxxxxxxxxxxx, and the access code is xxxx. I assume that's all the information you'll need right?"	Feeling a little impatient, didn't expect it to take this long.
Amtrak Agent	"Awesome, thank you for providing the information. Your e-voucher contains \$240, so after this order, you'll have \$120 left in your	

	voucher.”	
Amtrak Agent	“Ok, just to double check, your name is xxx, and you’re going from Boston to New York on October 22nd at 3:30pm. The train ride is 3hr30min long and leaves from the South Station, does this sound ok?”	
Customer	“Yes, perfect! When will I get an order confirmation or my digital ticket?”	
Amtrak Agent	“You will receive your confirmation email shortly and the email contains a QR Code with which you will use to take the train. Is there anything else I can help you with today?”	Order Complete
Customer	“No, that’s all, thank you for your help!”	
Amtrak Agent	“No problem, have a good one!”	
Customer	“You too, bye.”	Hangs up the phone