MAHENDRA INSTITUTE OF TECHNOLOGY(AUTONOMOUS)
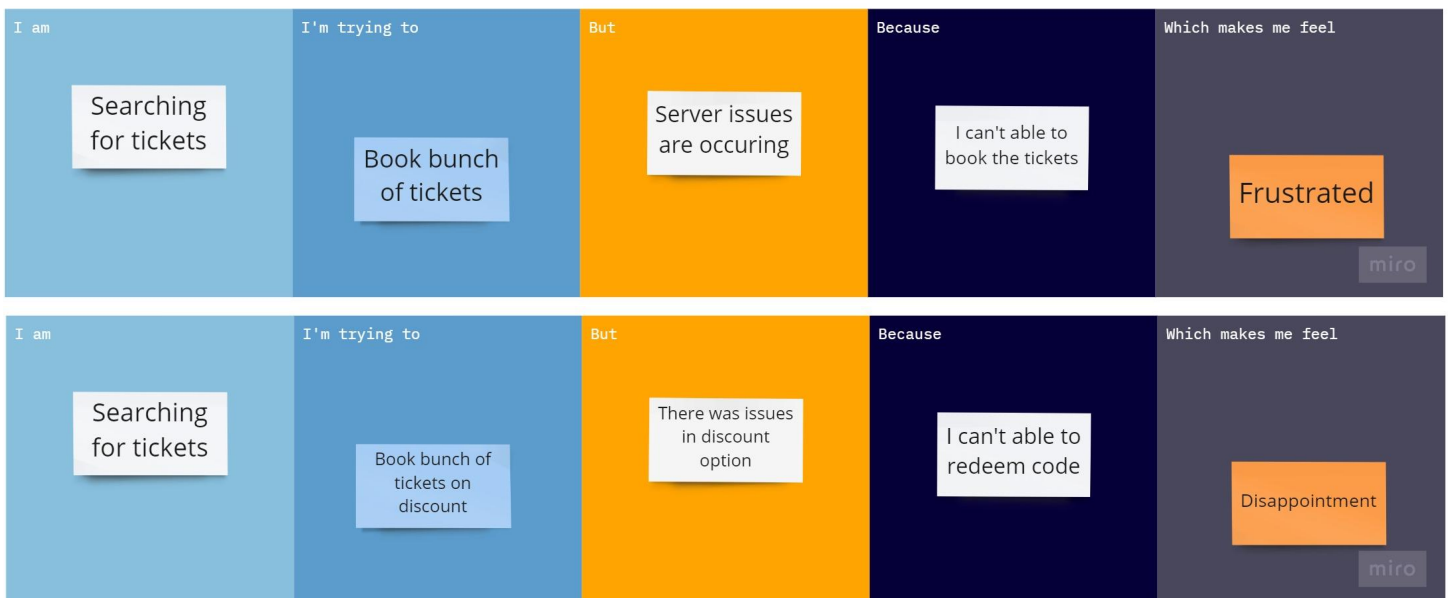
Ideation Phase Define the Problem Statements

Date	26 September 2022
Team ID	PNT2022TMID17282
Project Name	Project – Customer care registry
Maximum Marks	2 Marks

Customer Problem Statement:

Information about the route,cancellation of tickets,departure time,arrival time,number of trains available and other such information. Store and retrieve information about the various transactions related to Rail travel. Keep track of all its passengers and thus schedule their journey accordingly.

Maintains records of passengers travelling in the different trains on different dates reaching different destinations in the system. User friendly interface to administrator and customer.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Searching for tickets	Book bunch of tickets	Server issues are occuring	I can't able to book the tickets	Frustrated
PS-2	Searching for tickets	Book bunch of tickets on discount	There was issues in discount option	I can't able to redeem code	Disappointment

Reference: https://miro.com/templates/customer-problem-statement/