Project Title: Smart Solutions For Railways	Project Design Phase-I	Team ID: PNT2022TMID32277

DefineCS,fitintoCC

1 CUSTOMER SEGMENT(S) `CS`
Who is your customer?

Our customer includes every public citizen who uses train for transport with online ticket booking.

6. CUSTOMER CONSTRAINTS `CC`
What constraints prevent your customers from taking action or limit their choices of solutions?

Lack of knowledge and awareness in online process, Network connection, available devices.

5 AVAILABLE SOLUTIONS `AS`
Which options are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have

Chat options created to clarify all the problems of the customers and to make the job done.

ExploreAS, differentiate

Focuson J&P,tapintoBE,understandRC

2. JOBS-TO-BE-DONE/ PROBLEMS `J&P`
Which jobs-to-be-done (or problems) do you address for your customers?

Providing all the reliable features for the customers to book an online train ticket this would be the job to be done for the customers.

9. PROBLEM ROOT CAUSE `RC`
What is the real reason that this problem exists?
What is the back story behind the need to do this job?

Customers have to do it because of the change in modern busy days, as the customers would feel wasting time standing in long queue for booking train ticket.

7. BEHAVIOUR `BE`
What does your customer do to address the problem and get the job done?

Customers can comment in the chat box to get the problems and queries done.

Focuson J&P,tapintoBE,understandRC

IdentifystrongTR &EM

3 Triggers `TR`
What triggers customers to act?

Creating all the features online, triggers the customers to book tickets online.

4 EMOTIONS: BEFORE/ AFTER `EM`
How do customers feel when they face a problem or a job and afterwards?
Problems were cleared.

10. YOUR SOLUTION `SL`
If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behavior.

It satisfies customer expectation by providing reliable features and flexibility to book tickets online. It is reliable to the customer behavior as all the process are made online and it resolves all customer queries and problems.

8. CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7
Customer open website and book tickets for train and can view the train Status.

9.1OFFLINE
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

As it is totally based on Online process, customers won't be able to take any process offline, customer development will be purely based on queries asked in the chatbot.