V.S.B ENGINEERING COLLEGE, KARUR.

DEPARTMENT OF INFORMATION TECHNOLOGY

IBM PROJECT SMART SOLUTIONS FOR RAILWAYS

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EMAPTHY MAP:

SAYS

"I want to book train tickets for a family vacation sitting from home."

"I want an app where booking experience is fast and smooth."

THINKS

If I can do a quick scout before booking on the prices and the trains available.

SMART SOLUTON FOR RAILWAYS

DOES

He did stand in the long queue at his nearest station to book ticket but gradually came back home as he was tired after work hours.

He also tried booking through a website but the server was down very frequently.

FEELS

Feels stressed for not booking the ticket.

He feels anxious about the server down issue of the website.