Ideation Phase
Define the Problem Statements

Date	17 September 2022
Team ID	PNT2022TMID30278
Project Name	SMART SOLUTION FOR RAILWAYS
Maximum Marks	2 Marks

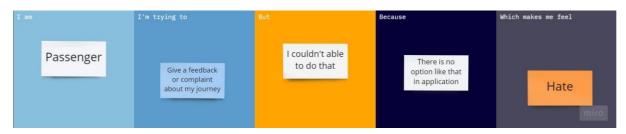Reference: https://miro.com/templates/customer-problem-statement/

Example:

PS - 1

PS – 2

PS – 3

PS – 4

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS - 1	User	Book a ticket through application	Unable to book ticket properly	Lack of Guidance in those application	Cofused
PS – 2	Passenger	Book a train Seat Berth	Not Sure information about the berth	Evert seating showing as same	Irritated
PS – 3	Passenger	Give a feedback or complaint about my journey	I couldn't able to do that	There is no option like that in application	Hate
PS – 4	Government	Avoid Ticketless traveling in Railways	Some people are not following the rule	There is no checking while entering the platform	Worst