

## Ideation Phase

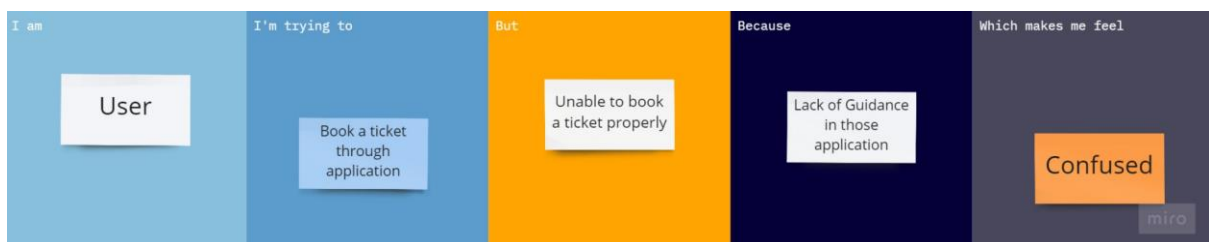
### Define the Problem Statements

Date	17 September 2022
Team ID	PNT2022TMID42395
Project Name	SMART SOLUTION FOR RAILWAYS
Maximum Marks	2 Marks

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

**Example:**

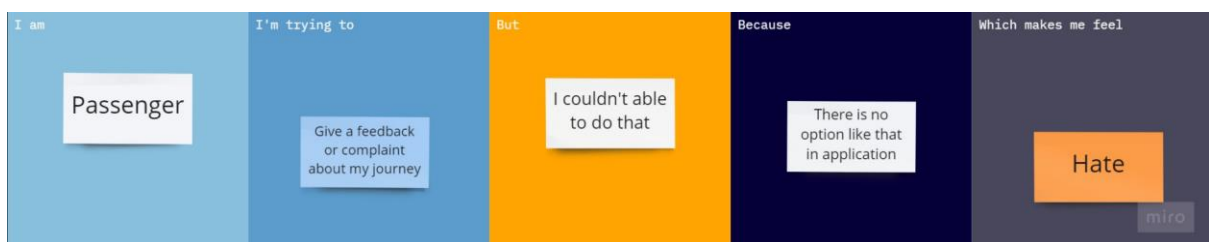
**PS - 1**



**PS - 2**



**PS - 3**



**PS - 4**



<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
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