Project Design Phase-II Customer journey mapping.

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| Date | 04 October 2022 |
| Project Name | Smart Railway Solutions. |
| Team ID | PNT2022TMID53615 |

**Problem Statement**: Smart Railway Solutions.

# Proposed Solution:

* A Web page is designed for the public where they can book tickets by seeing the available seats.
* After booking the train, the person will get a QR code where we have to show the QR code to ticket collector.
* The ticket collectors can scan the QR code to identify the passenger details and ticket details.
* A GPS module is present in the train to track it. The live status of the journey is updated in the Web app continuously. All the passengers details and their ticket details will be stored in database so that ticket collector will be getting the details after scanning

# Customer Journey Mapping:

