

Ideation Phase

Define the Problem Statements

Date	11-11-2022
Team ID	PNT2022TMID31693
Project Name	SMART SOLUTION FOR RAILWAYS
Maximum Marks	2 MARKS

Customer Problem Statement :

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

I am a traveller	I'm trying to book train tickets	But it takes a long time	Because the website is not proper	Which makes me feel hopeless
I am A long distance traveller	I'm trying to Get quality food on train	But getting only low quality food	Because station dont have provision for other restuarant	Which makes me feel Angry
I am A traveller	I'm trying to get up correctly before my destination	But Missing station	Because not able to get up early	Which makes me feel hopeless
I am a hygienic traveller	I'm trying to keep my surroundings cleanin	But it is still the same	Because others arent following it	Which makes me feel sad
I am a traveller	I'm trying to looking for seats available	But server not responding	Because loosing available seats	Which makes me feel hopeless

Problem Statement (PS)	Iam (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A traveller	Book train tickets	It takes a long time	The website is not proper	Hopeless
PS-2	A long distance traveller	Get quality food on train	Getting only low quality food	Station don't have provision for other restaurant	Angry
PS-3	A traveller	Get up correctly before my destination	Missing station	Not able to get up early	hopeless
PS-4	A hygienic traveller	Keep my surrounding clean	It is still the same	Others aren't following it	sad
PS-5	A traveller	Looking for seats available	Server not responding	Loosing available seats	Hopeless