**Project Design Phase-I**

**Problem Solution Fit** 

**Team ID:** PNT2022TMID26493

**Project Title: Smart Solution** **for Railways**

**AS**

**5. AVAILABLE SOLUTIONS**

**In person ticketing system, official government site for ticket booking and available of train tracking site**

**Uncomfortable in choosing seat arrangements. Non confirmed transaction process, spending power**.

**CC**

**6. CUSTOMER CONSTRAINTS**

**CS**

**1. CUSTOMER SEGMENT(S)**

**Railway passenger**

**Explore AS, differentiate**

**Define CS, fit into CC**

**BE**

**7. BEHAVIOUR**

**What does your customer do to address the problem and get the job done?**

**Directly related . Find the right site for making ticket purchase , knowing exact train status.**

**Indirectly associated customers spend free time on searching the best service providing sites.**

**RC**

**9. PROBLEM ROOT CAUSE**

**Insufficient of technology usuage to track train location and unable to book specific seat as per passenger need.**

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

**Allowing passengers to book ticket on their comfortable seating arrangements and providing them the exact train running status via web application**

**Focus on J&P, tap into BE, understand RC**

**Focus on J&P, tap into BE, understand RC**

**Identify strong TR & EM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Identify strong TR & EM** | **3. TRIGGERS**  **Seeing their neighbour booking tickets and travelling on comfortable while they are in rush. TR** | **10. YOUR SOLUTION SL**  **Providing access to the passengers to select and book their journey seats on their comfortable coaches and providing them a exact train running status via web application.** | 1. **CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   **What kind of actions do customers take online?**  **Passenger can track train and book ticket for traveling.**   * 1. **OFFLINE**   **What kind of actions do customer take offline?**  **Passenger can view train route from maps** |  |
| **4. EMOTIONS: BEFORE / AFTER EM**    **How do customer feel when they face a problem or a job**  **and afterwards?**  **Lost, Insecure , uncomforted > secure, comfort and in control.** |