Project Title: Smart solutions for Railways Project Design Phase-I - Solution Fit Team ID: PNT2022TMID06025

1. CUSTOMER SEGMENT(S) cs 6. CUSTOMER CONSTRAINTS

5. AVAILABLE SOLUTIONS AS

Which solutions are available to the

Who is your customer?

What constraints prevent your

customers when they face the problem

customers from taking action or limit

or need to get the job done? What have

their choices

People who travel via train

of solutions?

they tried in the past? What pros & cons

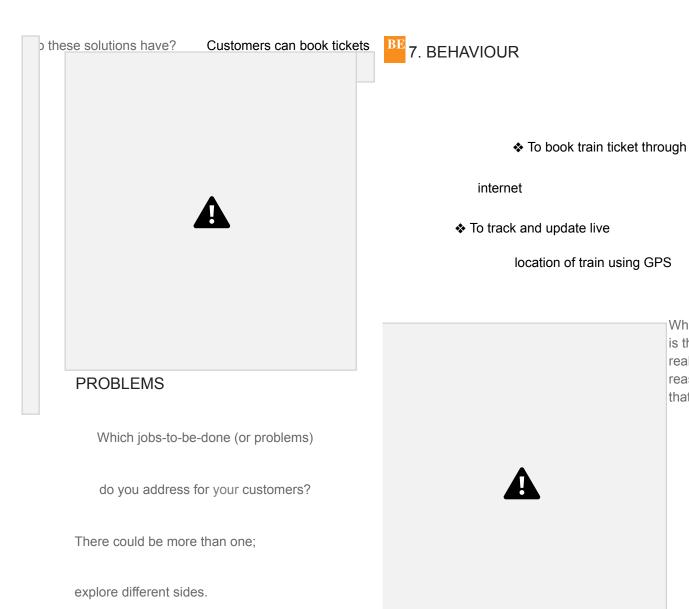
2.

passengers

JOBS-TO-BE-DONE /

who wants to book ticket remotely and also require list of trains scheduled Some customers may struggle to use this application because they may not know how to use these kind of applications Unaware of such alternative way and still depend on old traditional method 9. PROBLEM ROOT

- through internet instead of standing in long queue at ticket counter
 - Solution requires internet and handheld devices throughout the journey



this problem exists? What is the back story behind the need to do this job?

- Old method is time consuming due to long queue chances missing the train even some passengers may travel without ticket, this factors affects the revenue of railways
- Modernize the railway system

What is the real reason

that

What does your customer do to address

the problem and get the job done?

station and complete the

payment process

Customer need to create

account and login into the

application

Select boarding and departing

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What triggers customers to act?

People wish to avoid Long

queue at ticket counter to

reduce time consumption

and avoid mental pressure

10. YOUR SOLUTION

If you are

working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.

If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer

limitations, solves a problem and matches customer behaviour.

8. CHANNELS of BEHAVIOUR

ONLINE

What kind of actions do customers take online?

- User need login into the application and booking ticket
- Make use of other features such as live location of the train

8.2 OFFLINE

What kind of actions do customers take offline?

Station master may validate the ticket

R &		❖ Book train tickets through	through QR code scanner	
M	4. EMOTIONS: BEFORE / AFTER How do customers feel when they face a	internet ❖ Tickets can be generated in QR code format		
	problem or a job and afterwards? Customer may worry about missing train due long queue(before)> instant booking gives them confidence	 User friendly interface is implemented Live location of the train and list of trains available to reach the destination can be updated 		