Project Title: Smart Solutions For Railways

Project Design Phase-I

Solution Fit Template

Team ID: PNT2022TMID03026

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Passenger
Ticket collector

6. CUSTOMER CONSTRAINTS

CC

Reducing the paper work of customer

5. AVAILABLE SOLUTIONS

AS

A web page is designed in which the user can book tickets and will be provided with the QR code, which will be shown to the ticket collector and by scanning the

Explore AS, differentiat

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

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

In their busy schedule as fast roaming world public in need of online booking process. In queues in front of the ticket counters in railway stations have been drastically increased over the time.

9. PROBLEM ROOT CAUSE

The main reason for the problem but has occurred due to lack of technology earlier. Since the passengers find it difficult to book the ticket and track the location of train.

7. BEHAVIOUR

BE

By listening to the customer we can provide genuine empathy for the problem regarded

understand RC

Identify strong TR & EM

3. TRIGGERS

TR

Save paper and workload

4. EMOTIONS: BEFORE / AFTER

EM

No need of taking printout
Counter ticket has to be handled with care, but SMS on mobile is enough.
No need to taking out wallet and showing your ticket to TTR just tell your name to TTR that you are a passenger with valid proof

10. YOUR SOLUTION

SL

A web page is designed in which the user can book tickets and will be provided with the QR code, which will be shown to the ticket collector and by scanning the QR code the ticket collector will get the passenger details.
The booking details of the user will be stored in the database, which can be retrieved any time.

8. CHANNELS of BEHAVIOUR

CH

8.1 ONLINE

People can book their ticket through online and they get a QR code through SMS

8.2 OFFLINE

In web application passenger details are stored and the ticket collector can view their details at any time.

Identify strong TR & EM