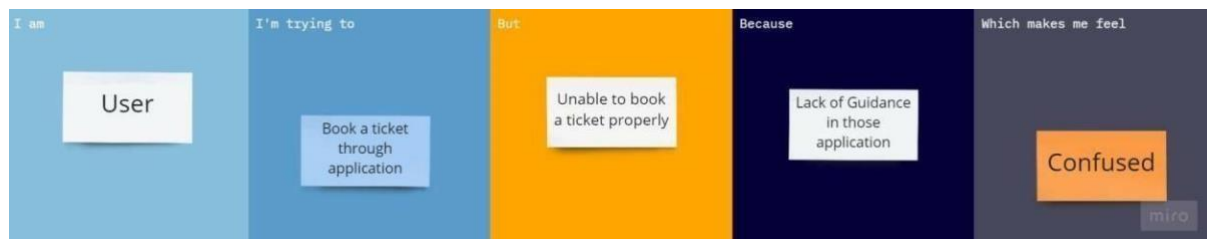# IDEATION PHASE

DEFINE THE PROBLEM STATEMENTS

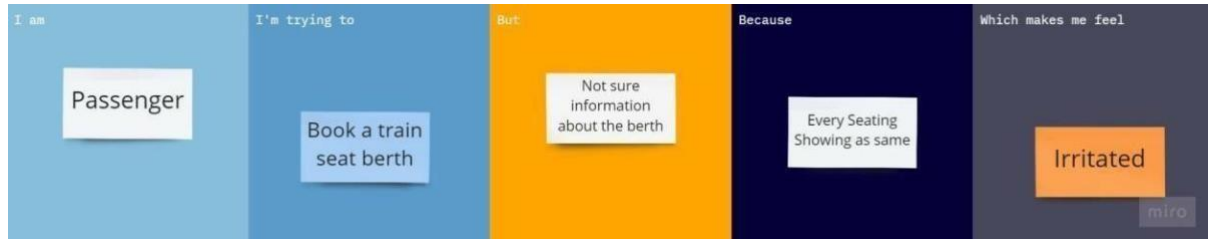| TEAM MEMBERS	P.SOWMIYA A.SASIKALA P.SIVANANTHAM RESHMAJA.K.RAMESH
PROJECT NAME	Smart Solutions For Railways

CUSTOMER PROBLEM STATEMENT:

It would improve on the speed of buying tickets and minimize the transaction time while purchasing tickets. Active internet connection required to book a ticket. The user cannot cancel his booking. Security and risks ticketless travelling is a major problem faced by the Indian Railways. This causes losses for railways. Some passengers damage and steal railway property. Unnecessary and frequent use of the emergency stopping option causes damage to railway infrastructure.

PS 1:

PS 2:

I am	I'm trying to	But	Because	Which makes me feel
Passenger	Book a train seat berth	Not sure information about the berth	Every Seating Showing as same	Irritated

PS 3:

I am	I'm trying to	But	Because	Which makes me feel
Passenger	Give a feedback or complaint about my journey	I couldn't able to do that	There is no option like that in application	Hate

PS 4:

I am	I'm trying to	But	Because	Which makes me feel
Government	Avoid ticketless travelling in Railways	Some people are not following the rule	There is no checking System while entering the platform	Worst

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	User	Book a ticket through application	Unable to book ticket properly	Lack of Guidance in those application	Confused
PS-2	Passenger	Book a train Seat Berth	Not Sure information about the berth	Evert seating showing as same	Irritated
PS-3	Passenger	Give a feedback or complaint about my journey	I couldn't able to do that	There is no option like that in application	Hate
PS-4	Government	Avoid Ticketless traveling in Railways	Some people are not following the rule	There is no checking while entering the platform	Worst