Project Design Phase – I Problem Solution Fit

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PROJECT NAME	SMART SOLUTIONS FOR RAILWAYS
MAXIMUM MARKS	2 MARKS

1. CUSTOMER

SEGMENT(S)

CONTRIBUTING FOR GREENER PLANET BY IGNORING PRINTOUT. NO NEED OF TAKING OUT WALLET AND SHOWING YOUR TICKET TO TTR, JUST TELL YOUR NAME TO TTR THAT YOU

YOU ARE BECOMING ENVIRONMENT FRIENDLY AND

COUNTER TICKET HAS TO BE HANDLED WITH CARE, BUT SMS

WHILE BOOKING COUNTER TICKET YOU HAD TO CARRY CASH AND WHILE BOOKING E-TICKET YOU ARE PAYING THROUGH ONLINE DIRECTLY FROM BANK WHICH MAKES WORK MORE EASY FOR YOU.

ARE PASSENGER WITH A VALID PROOF.

6. CUSTOMER

5. AVAILABLE SOLUTIONS

Explore AS, differentiat

A webpage is designed in which the user can book tickets and will be provided with a QR code which will be shown to the ticket collector and the ticket collector will be scanning the QR code to get the passenger

details.

2. JOBS-TO-BE-DONE / PROBLEMS

Passengers who are travelling in the train

and ticket collector

In their busy schedule as fast roaming

world public in need of online booking

ticket counters in railway stations have

process. The gueues in front of the

been drastically increased over the

J&P

9. PROBLEM ROOT CAUSE

Reducing the paper work of customer.

The main reason for the problem that has

occurred for due to lack of technology earlier

To overcome this problem we have introduced

QR code and GPS tracker for booking the ticket

since passengers find it difficult to book the

ticket and track the location of train.

and finding the location of the train

RC

7. BEHAVIOUR

BE

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

By looking over the ration session we can easily find out how the customer gets issues while using the application.

3. TRIGGERS

period of time

TR

Saves paper and work load

NO NEED OF TAKING PRINT OUT

4. EMOTIONS: BEFORE / AFTER

ON MOBILE IS ENOUGH.

10. YOUR SOLUTION

EM

SL

*A webpage is designed in which the user can book tickets and will be provided with a QR code which will be shown to the ticket collector and the ticket collector will be scanning the QR code to get the passenger details.

* The webpage also shows the live locations of the train by placing a GPS module in the train. The location of the journey will be updated continuously in the webpage.

* The booking details of the user will be stored in the database which can be retrieved anytime.

6.CHANNELS of BEHAVIOUR

ONLINE

People can book their tickets through online and they get a QR code through sms

OFFI INF

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

Identify strong

Extract online & offline CH of BE

CH