

1. CUSTOMER SEGMENT(S) Passenger who uses railways is our customer		Network connection, Getting familiar w	6 CUSTOMER CONSTRAINTS	
CS			5. AVAILABLE SOLUTIONS Digitizing the booking and verification process & alert passenger before their destination arrives. Before times ticket booking was in person and verification was paper penwork & passenger where unaware of timings. Digitalizing the work reduces	

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3. TRIGGERS

Neighbour who booked their tickets through website and said about paperless verification. Know about new smart systems in railways through news.

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10. YOUR SOLUTION

Our solution is to design a website where we can book ticket and receive QR Code which can be scanned during boarding. Passengers can also monitor the train status and as well as they are alerted through mobile before their destination arrives.

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8. CHANNELS of BEHAVIOUR

Online : Passenger book on their own.
Offline : Passenger book through service centers or at railways.

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	<div>4. EMOTIONS: BEFORE / AFTER</div> <div>Before : Unaware, Time consuming, Difficulty. After : Aware, Time saving, Easy</div>			
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