1. CUSTOMER SEGMENT(S)   `CS`

Who is your customers?
Public who are travelling in the train.

6. CUSTOMER CONSTRAINTS   `CC`

What constraints prevent your customers from taking action or limit their choices of solutions?
Spending power, budge friendly, no cash, network connection, seats availability

5. AVAILABLE SOLUTIONS   `AS`

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do solutions have?
Customer care center will available 24/7, and the chat bots are also available for queries for public .

Explore AS, differentiat

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

2. JOBS-TO-BE-DONE / PROBLEMS   `J&P`

Which jobs-to-be-done (or problems) do you address for your customers?
In their busy schedule as fast roaming world public in need of online booking process. The queues in front of the ticket counters in railway stations have been drastically increased over the period of time

9. PROBLEM ROOT CAUSE   `RC`

What is the real reason that this problem exists? What is the back story behind the need to do this job?
The main reason for the problem that has occurred for due to lack of technology earlier since passengers find it difficult to book the ticket and track the location of train. To overcome this problem we have introduced QR code and GPS tracker for booking the ticket and finding the location of the train

7. BEHAVIOUR   `BE`

What does your customer do to address the problem and get the job done?
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.

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

3. TRIGGERS   `TR`

What triggers customers to attract?
Saves paper and work load

10. YOUR SOLUTION   `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

8. CHANNELS of BEHAVIOUR   `CH`

ONLINE:
People can book their tickets through online and they get a QR code through SMS.
OFFLINE:
In web application passenger details is stored and the ticket collector can view their details at any time.

4. EMOTIONS: BEFORE / AFTER **EM**	train. The location of the journey will be updated continuously in the webpage.
How do customers feel when they face a problem or a job and afterwards?	* The booking details of the user will be stored in the database which can be retrieved anytime.
• NO NEED OF TAKING PRINT OUT	
• COUNTER TICKET HAS TO BE HANDLED WITH CARE, BUT SMS ON MOBILE IS ENOUGH.	
• YOU ARE BECOMING ENVIRONMENT FRIENDLY AND 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 ARE PASSENGER WITH A VALID PROOF.	
• WHILE BOOKING COUNTER TICKET YOU HAD TO CARRY CASH AND WHIILE BOOKING E-TICKET YOU ARE PAYING THROUGH ONLINE DIRECTLY FROM BANK WHICH MAKES WORK MOREEASY FOR YOU.	