

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID14953
Project Name	Smart Solution for Railways
Maximum Marks	2 Marks

Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
<p>Due to the various business environments and travel cultures, the e-ticketing strategy has been well utilized in the airline industry, particularly the rail, metro, and bus travel segments.</p>	<p>Like an airline's ticket, online tickets is also prepaid. Each ticket is assigned a unique number - the Passenger Number-Record (PNR) and is personalized to each booking.</p>	<p>Modifications to travel plans are not possible after confirmed booking.</p>	<p>After booking the user details will be locked.</p>	<p>Ease to user</p>

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Due to the various business environments and travel cultures, the e-ticketing strategy has been well utilized in the airline industry, particularly the rail, metro, and bus travel segments.	Like an airline's ticket, online ticket's is also prepaid. Each ticket is assigned a unique number – the Passenger Number Record (PNR) and is personalized to each booking.	Modifications to travel plans are not possible after confirmed booking.	After booking the user details will be locked.	Ease to user.