| Date | 26 September 2022 |
| --- | --- |
| Team ID | PNT2022TMID38801 |
| Project Name | SMART SOLUTIONS FOR RAILWAYS |
| Maximum  Marks | 2 Marks |

| **Problem**  **Statement (PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| --- | --- | --- | --- | --- | --- |
| PS-1 | Passenger | Book a ticket as quick as possible and also the checking process. | Here the ticket checking process took too much time. | The checker have too many customers and it take more time to check their details and allot their seats. | Stressed. |
| PS-2 | Customer | Do all the things like ticket booking,getting QR code and also view the current location of passenger. | We need different sites to book a tickets and view the locations. | There is no site to view these all in one website or application. | Anger. |