EMPATHY MAP

Date	09 SEPTEMBER 2022
Team ID	B5-5M1E
Project Name	PROJECT – SMART SOLUTION FOR RAILWAYS
Team Members	CITC1904063 – ABISHEAK.S CITC1904069 – ARUNAGIRISH.B CITC1904074 – DHASWANTH.N.G CITC1904077 – GOKUL.R

SAYS

- Reduce the work load of the end user.
- Reduce the use of papers.
- Details of the customers to be stored in the database.
- Continuous live tracking of location.

DOES

- A web page is designed for the public access.
- Book tickets by seeing the avaiable seats.
- QR/OTP/BAR code will be generated and contactless payments.

THINKS

- Qr based tickets booking.
- Bar code scanning/RF id/NFC.
- Use of GPS in each environment.
- Manage database in SQL.

FEELS

- Database to be secured.
- Faster transcation.
- Ease to access.
- First Come First Serve.