

Define CS, fit into CC	<b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span>  People who travel via train from one place to another.	<b>6. CUSTOMER CONSTRAINTS</b> <span>CC</span>  Customers who book tickets from a web portal, will receive booking information and the traveler has to take a copy of it and it has to be shown to the ticket checker for confirmation.	<b>5. AVAILABLE SOLUTIONS</b> <span>AS</span>  But this can be replaced by electronic way as a QR code where booking information can be stored. The code is viewed in the phone and the code will be scanned by the ticket checker with a device code can read the information and details can be verified.	Explore AS, differentiate
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <span>J&amp;P</span>  The scanner and devices that installed may have a chance of getting damaged because of natural calamities. They is a chance of getting disconnected due to various reasons like network issue, scanner malfunction, etc.	<b>9. PROBLEM ROOT CAUSE</b> <span>RC</span>  In day to day people who uses sub urban trains increased a lot and to for tickets and chart preparation we are using excessive amount of paper and dyes for printing. For the ticket checker manually verify 1000's of passenger ticket is a difficult task and the traveler also should bring a copy to verify it. For that QR code based electronic scanning device can be given to the checker and once scanned the traveler code he can approve the data and confirm that passenger has boarded the train.	<b>7. BEHAVIOUR</b> <span>BE</span>  Customer has to book the tickets and keep the QR code generated via booking confirmation till their journey.	
Focus on J&P, tap into BE, understand RC				Focus on J&P, tap into BE, understand RC

<p><b>3. TRIGGERS</b> <span>TR</span></p> <p>The customers are able to view very conveniently through their phone and easy to use which triggers even the illiterates to travel by booking in the online portal.</p>	<p><b>10. YOUR SOLUTION</b> <span>SL</span></p> <p>Through this project we can get benefited in both the sides: one is passenger and another one is the railway department as well as ticket checker.</p> <p>The hard copy of the tickets can be converted in to soft copy with the help of QR code where the booking is stored and sent to the passenger's mobile number and mail id at the time of booking. The generated code can be viewed only in a smart phone for that issue if a person does not have smart phone he/she can tell the ticket checker a 7 digit /blocked letters which will fetch the data of the passenger.</p> <p>The ticket checker will be given a small scanning device with a display to view the data and confirm the presence in the train.</p> <p>For Network issues: (Solution) For the customer side the code will be sent to his WhatsApp/ mail and they can download it. When it comes to checker side the scanning device will have memory to store the final passenger list where he can verify by scanned data and with the data chart given to the machine and it will compare the data and the checker will click confirm to mark the presence.</p>	<p><b>8. CHANNELS of BEHAVIOUR</b> <span>CH</span></p> <p><b>8.1 ONLINE</b></p> <p>If the Passenger has internet no worries they view the data in the mail as well as log in portal. To view the QR code.</p> <p><b>8.2 OFFLINE</b></p> <p>If the passenger has no internet or other issues, the can show or tell the 7 digit /blocked letters to the ticket checker and confirm it.</p>
<p><b>4. EMOTIONS: BEFORE / AFTER</b> <span>EM</span></p> <p>Customers will feel some relief even though if they receive the mail and details in apps like train details and QR code which can be downloaded to offline where network issues does not arises and stop spending money for printouts and keeping it safe till journey.</p>		

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