

## Ideation Phase

### Empathize & Discover

Date	02 October 2022
Team ID	PNT2022TMID47580
Project Name	Smart Solutions For Railways
Maximum Marks	4 Marks

#### Empathy Map: Smart Solutions For Railways

### What do they Think and Feel

I want to Book Window seat

Stressless if e-tickets are available

Waste of Time in Ticket Counter

Using Web App Became Easier

Happy for E-Tickets

Web App Notifies the Proper Platform Number

I Feel Good for using Web Application


### What do they Hear

Hear about lot of Corruption

Ticket Copy was Missing

Payment Issue

No Response on Complaints



### What do they See

Big Queue for Ticket Booking

Fraud Agent

improper platform number

Misprinted the Seat Number

### What do they Say and Do

I Want the Booking faster

The Web App is Easy to use

Some Times Payment Stucks

Raises Complaints

### Pains

Forgetting the Ticket

Inaccuracy

Loss of Money

Stressed and Annoyed by the Crowd while booking ticket

### Gains

Safety of Tickets

No Time waste on Queue

Seats can be chosen based on my wish

Easy to access

Safe and Secure