**PROBLEM – SOLUTION FIT** Purpose / Vision: For reducing the word load and paper work for passengers

**AS**

**5. AVAILABLE SOLUTIONS**

**CC**

**6. CUSTOMER CONSTRAINTS const**

**CS**

**1. CUSTOMER SEGMENT(S)**

Who is your customer?

i.e. working parents of 0-5 y.o. kids

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

Earlier there were problems of standing in front of the queue to book the tickets. This leads to larger time consumption for the passengers.

Reducing the paper work of the customer

Greater reliability and safety

Optimized solution for customer

Passengers who are travelling in the train

**BE**

**7. BEHAVIOUR**

**RC**

**9. PROBLEM ROOT CAUSE**

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

**Focus on J&P, tap into BE, understand RC**

**Focus on J&P, tap into BE, understand RC**

Physically standing in the long queues to book the ticket causes a hectic problem. Also, e-booking causes server busy and tracking of the train during travel becomes a serious issue.

By listening to the customer, we can provide genuine empathy for the problem regarded.

By looking over the ration session we can easily find out how the customer gets issues while using the application.

The main reason for the problem that has occurred for due to lack of technology earlier since passengers find it difficult to book the ticket and track the location of train.

To overcome this problem, we have introduced QR code and GPS tracker for booking the ticket and finding the location of the train

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| --- | --- | --- | --- | --- |
| **Identify strong TR & EM** | **3. TRIGGERS TR**  Neighbours and experienced people. | **10. YOUR SOLUTION SL**  \*A Website page is intended for the public where they can book tickets by seeing the accessible seats. After that QR code is generated to the Ticket collector while boarding the train using that we can scan the QR code to recognize the individual subtleties.  \*A GPS module is available in the train to follow it. The live status of the travel is updated in the web application.  \*All the booking details of the passengers will be put away in the data set with a remarkable ID and they can be recovered by scanning the QR code. | 1. **6.CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   People can book their tickets through online and they get a QR code through sms   * 1. **OFFLINE**   In web application passenger details is stored and the ticket collector can view their details at any time. | **Extract online & ofﬂine CH of BE** |
| **4. EMOTIONS: BEFORE / AFTER EM**     * counter ticket has to be handled with care, but sms on mobile is enough. * you are becoming environment friendly and contributing for greener planet by ignoring printout, * no need of taking out wallet and showing your ticket to ttr, just tell your name to ttr that you are passenger with a valid proof. * while booking counter ticket you had to carry cash and whiile booking e-ticket you are paying through online directly from bank which makes work more easy for you. |