* Provide customer service.
* Rapid application requires less memory and internet connection.
* Develop user friendly application.

**AS**

**5. AVAILABLE SOLUTIONS**

* Lack of knowledge in using computers, mobiles, etc
* Poor internet connection.
* Need assistant to operate web/ mobile applications.
* Unaware of payment gateways.

CC

**6. CUSTOMER CONSTRAINTS**

**CS**

**1. CUSTOMER SEGMENT(S)**

The passenger who is booking tickets to travel in a train.

**Explore AS, differentiate**

**Define CS, fit into CC**

**Project Title: Smart Solutions for Railways Project Design Phase-I** – **Solution FitTeam ID:**PNT2022TMID51722

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

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

* The passenger has to contact the customer service to rectify their issues.
* The application uses modern technologies/ framework to render the application faster.
* The application provides more user information to use with less training.

**BE**

**7. BEHAVIOUR**

**RC**

**9. PROBLEM ROOT CAUSE**

* Customer from limited education background.
* Customer from rural areas.
* Less aware of using online applications.
* Limited knowledge of using online payments (google pay, net-banking, etc.)

**J&P**

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

* Rush during ticket booking hours.
* Limitation in number of reservation counter.
* Lack in management on small station.
* Improper use of reserved quota seats.

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Identify strong TR & EM**  **Identify s***tr***ong TR & EM** | **3. TRIGGERS TR**   * It saves time and effort. * No need of travel to the railway station to buy tickets. * Able to know the availability of tickets. | **10. YOUR SOLUTION SL**   * It provides solution for existing issues by developing application using latest technologies/ framework. | 1. **CHANNELS of BEHAVIOUR CH**  * Online – Passenger’s ticket reservation application |  |
| **4. EMOTIONS: BEFORE / AFTER EM**   * Insecure * Lost the interest |