

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) Passengers who use railways are our customers.	6. CUSTOMER CONSTRAINTS Network Connections, Getting familiar with the digitalized process	5. AVAILABLE SOLUTIONS Digitizing the booking and verification process & alert passenger before their destination arrives. Earlier times ticket booking was done by every individual and verification was paper penwork & passenger where unaware of timings. Digitalizing the work reduces manual paper pen work and it becomes easier and time saving.	Explore AS, different
	2. JOBS-TO-BE-DONE / PROBLEMS Ticket booking and verification process has to be done.	9. PROBLEM ROOT CAUSE Paper pen works takes time and consumes time. People with modern lifestyle don't like to waste their time by standing in the queue for ticket booking.	7. BEHAVIOUR Passengers opens website books ticket and gets QR Code and it is just scanned by TTR while boarding.	

	3. TRIGGERS Neighbors who booked their tickets via online website said about paperless verification. Know about new smart systems in railways via news and social media.	10. YOUR SOLUTION Our solution is to design a website where we can book ticket and receive QR Code which can be scanned during boarding. Passengers can also monitor the train status and as well as they are alerted through mobile before their destination arrives.	8. CHANNELS of BEHAVIOUR Online: Passenger book on their own. Offline: Passenger book through service centers or at railways.	

	<div>4. EMOTIONS: BEFORE / AFTER</div> <div>Before: Unaware, Time consuming, Difficulty.</div> <div>After: Aware, Time saving, Easy</div>			
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