

Project Design Phase-I Problem – Solution Fit Template

Date	10 October 2022
Team ID	PNT2022TMID40997
Project Name	Project – Smart Solutions For Railways

1. CUSTOMER SEGMENT(S)**CS**

Passengers who are travelling in the train and ticket collector

6. CUSTOMER**CC**

Reducing the paper work of customer.

5. AVAILABLE SOLUTIONS**AS**

A webpage is designed in which the user can book tickets and will be provided with a QR code which will be shown to the ticket collector and the ticket collector will be scanning the QR code to get the passenger details.

2. JOBS-TO-BE-DONE / PROBLEMS**J&P**

Ticket booking becomes easy

9. PROBLEM ROOT CAUSE**RC**

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.

7. BEHAVIOUR**BE**

Know how to use the app or scan using QR Code.

3. TRIGGERS**TR**

Saves paper and work load

4. EMOTIONS: BEFORE / AFTER**EM**

Before: Time consuming, Unaware, Difficulty

After: Time saving, Aware, Easy

10. YOUR SOLUTION**S**

*A webpage is designed in which the user can book tickets and will be provided with a QR code which will be shown to the ticket collector and the ticket collector will be scanning the QR code to get the passenger details.

* The webpage also shows the live locations of the train by placing a GPS module in the train. The location of the journey will be updated continuously in the webpage.

* The booking details of the user will be stored in the database which can be retrieved anytime.

6. CHANNELS of BEHAVIOUR**CH****ONLINE**

People can book their tickets through online and they get a QR code through SMS.

OFFLINE

In web application passenger details is stored and the ticket collector can view their details at any time.