

Project Title: Smart Solutions For Railways

Team ID: PNT2022TMID34495

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Project Design Phase-I - Solution Fit Template

Define CS, fit into BE, explore AS, diff	1. CUSTOMER SEGMENT(S) Railways Passenger. CS	6. CUSTOMER CONSTRAINTS Uncomfortable in choosing seat arrangements ,Non confirmed transaction process, Spending power. CC	5. AVAILABLE SOLUTIONS In person Ticketing system, Official government site for ticket booking and available of train tracking sites. AS	Explore AS, diff into BE, focus on J&P, tap into RC
	2. JOBS-TO-BE-DONE / PROBLEMS Allowing passenger to book ticket on their comfortable seating arrangements and providing them the exact train running status via web application. JP	9. PROBLEM ROOT CAUSE Insufficient of technology usage to track train location and unable to book specific seat as per passenger need. RC	7. BEHAVIOUR Directly related: find the right for making ticket purchase, knowing the exact train status. Indirectly associated: customers spend free time on searching the best service providing sites. BE	

3. TRIGGERS Seeing their neighbour booking tickets and travelling on comfortable while they are in rush. TR	10. YOUR SOLUTION Providing access to the passengers to select and book their journey seats on their comfortable coaches and providing them a exact train running status via web application. SL	8. CHANNELS of BEHAVIOUR 8.1 ONLINE What kind of actions do customers take online? Passenger can track train and book ticket for travelling. 8.2 OFFLINE What kind of actions do customers take offline? CH
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	<div data-bbox="152 60 454 92">4. EMOTIONS: BEFORE / AFTER</div> <div data-bbox="719 60 759 92">EM</div> <div data-bbox="152 121 678 165"><p>How do customers feel when they face a problem or a job and afterwards? Lost, insecure, uncomforted>secure, comfort and in control.</p></div>		<div data-bbox="1498 70 1783 92"><p>Passenger can view train route from maps.</p></div> <div data-bbox="1498 121 1507 140"><p>p</p></div>	
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