


Ideation Phase
Empathize & Discover

Date	05 November 2022
Team ID	PNT2022TMID34495
Project Name	Project - Smart Solutions For Railway
Maximum Marks	4 Marks

Empathy Map Canvas:

3x3 Grid

<div>How much does it cost?</div> <div>Which line is right?</div> <div>Which stop am I looking for?</div>	<div>Not driving is relaxing</div> <div>Taking the Metro is cheap</div> <div>My train will be here soon</div>	<div>Fearful of taking wrong train</div> <div>Worry of missing a train</div> <div>Impatient waiting</div>
<div>Refund Issues</div> <div>Payment Issues</div> <div>Train delays</div>	<div>SMART SOLUTIONS FOR RAILWAYS</div> 	<div>Indianrail.gov.in</div> <div>Make my trip</div> <div>Agents & friends</div>
<div>Refund status unknown</div> <div>Seat selection & No ticket</div> <div>No upgrade</div>	<div>Checks posted route schedule</div> <div>Looks for arriving trains</div> <div>Purchases monthly pass</div>	<div>Confirmed ticket</div> <div>Wants a ticket quick</div> <div>With pay more for additional services</div>
Pains	Do	Gains