

PROBLEM – SOLUTION FIT

Purpose / Vision: For reducing the word load and paper work for passengers

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S)<div>CS</div><div>Passengers who are travelling in the train and ticket collector</div></div>	<div>2. CUSTOMER<div>CC</div><div>Reducing the paper work of customer.</div></div>	<div>3. AVAILABLE SOLUTIONS<div>AS</div><div>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</div></div>	Explore AS, differentiate	
	<div>4. JOBS-TO-BE-DONE / PROBLEMS<div>J&amp;P</div><div>In their busy schedule as fast roaming world public in need of online booking process. The queues in front of the ticket counters in railway stations have been</div></div>	<div>5. PROBLEM ROOT CAUSE<div>RC</div><div><div>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.</div><div>To overcome this problem we have</div></div></div>	<div>6. BEHAVIOUR<div>BE</div><div><div>By listening to the customer we can provide genuine empathy for the problem regarded.</div><div>By looking over the ration session we can easilu find out how the customer</div></div></div>		Focus on J&P, tap into BE, understand RC
	<div>7. TRIGGERS<div>TR</div><div>Saves paper and work load</div></div>	<div>8. YOUR SOLUTION<div>SL</div><div><div>*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.</div><div>* The webpage also shows the live locations of the train by placing a GPS module in the train. The</div></div></div>			
<div>9. EMOTIONS: BEFORE / AFTER<div>EM</div><div><div>NO NEED OF TAKING PRINT OUT</div><div>COUNTER TICKET HAS TO BE HANDLED WITH CARE, BUT SMS ON MOBILE IS ENOUGH.</div><div>YOU ARE BECOMING ENVIRONMENT FRIENDLY AND CONTRIBUTING FOR GREENER PLANET BY IGNORING PRINTOUT,</div><div>NO NEED OF TAKING OUT WALLET AND SHOWING YOUR TICKET TO TTR, JUST TELL YOUR NAME TO TTR THAT YOU ARE PASSENGER WITH A VALID PROOF.</div><div>WHILE BOOKING COUNTER TICKET YOU HAD TO CARRY</div></div></div>	<div>10. CHANNELS of BEHAVIOUR<div>CH</div><div><div>ONLINE</div><div>People can book their tickets through online and then get a QR code through</div><div>OFFLINE</div><div>In web application passenger details is stored and the ticket collector can view</div></div></div>		Extract online & offline CH of BE		

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CASH AND WHILE BOOKING E-TICKET YOU ARE PAYING  
THROUGH ONLINE DIRECTLY FROM BANK WHICH  
MAKES WORK MORE EASY FOR YOU.

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