

Project Design Phase – I Proposed Solution

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| Date | 12 October 22 |
| Team ID | PNT2022TMID39059 |
| Project Name | Smart Solutions for Railways |
| Maximum Marks | |

Proposed Solution Template:

| S.No | Parameter | Description |
|------|---|---|
| 1 | Problem Statement (Problem to be solved) | To provide a smart way for booking tickets in railway department through a webpage with a unique QR for each ticket and to deliver the live status of the train to the passengers which is helpful in the critical situations (Stuck of train in forest areas) |
| 2 | Idea/ Solution description | Passengers can book their ticket using a web page or web app. When the passenger is booking a ticket and successfully completed the payment for it, they will be provided with a unique QR code which contains the ticket details and passenger details. The passengers will get notified with the train timings and train's live status. |
| 3 | Novelty/ Uniqueness | <ul style="list-style-type: none"> ➤ Efficient booking system by verifying and validating the ticket as only registered users can book the tickets. ➤ Each passenger will be provided by a unique ID to them during first login so that their data will be stored and processed securely. ➤ GPS tracking facility is provided to track the current location of the train from any place. ➤ A chat box will be provided for the passengers to post their queries or their needs and that will be fulfilled as soon as possible |
| 4 | Social Impact/ Customer Satisfaction | <ul style="list-style-type: none"> ➤ User friendly environment ➤ Services will be made for 24 x 7 ➤ Passenger data will be more securely maintained ➤ Reservation of tickets made easier |
| 5 | Business Model (Revenue Model) | Using chatbot we can contact user's ticket booking. The chat box can give instructions to the users based on their location. It will store the customer's details and ticket orders in the database. The chat bot will send a notification to the passenger if the booking is confirmed. Chat bot can also help in collecting passenger feedback. |
| 6 | Scalability of the solution | This model is easily adopted among online users and it can be easily deployed. It can be used and accessed by everyone and it can handle the requests from the passengers. |