

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) Passengers, Voyagers who wish to travel to different locations CS	6. CUSTOMER CONSTRAINTS Passengers cannot choose the seats they prefer. They have to carry a physical ticket which may get lost. Passengers who got to go quick may not have enough time to wait for the train indefinitely. CC	5. AVAILABLE SOLUTIONS Passengers can take multiple physical copies of a ticket to prevent losing them AS TTE will have to manually verify the identity of each passenger	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS J&P The live location of the train must be easily accessible by the users Ticket verification must be streamlined Unnecessary documents should not be carried by passengers	9. PROBLEM ROOT CAUSE. RC Train booking infrastructure is outdated Popularity of train travel has exploded Trains are rarely on schedule	7. BEHAVIOUR BE Bring original documents on train rides Take multiple copies of train tickets Arrive at station early to ensure they don't miss the train	

Focus on J&P, tap into BE, understand RC

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	<div>3. TRIGGERS<div>TR</div><div>Holidays Neighbours going on vacation Work-related travel</div></div>		<div>10. YOUR SOLUTION<div>SL</div><div>Using GPS modules to provide users with the train's location and estimated time of arrival. A web UI will be used as a portal for users, which also generates unique QR codes on successful ticket booking. QR codes can be used to streamline the ticket verification process.</div></div>		<div>8.CHANNELS of BEHAVIOUR<div>CH</div><div>8.1 ONLINE Ticket booking through IRCTC website 8.2 OFFLINE Arriving at station early to check train status Verifying passenger's ID proof</div></div>	
	<div>4. EMOTIONS: BEFORE / AFTER<div>EM</div><div>Confident -> Confused: No way to know about the validity of the ticket Excited -> Impatient: Not sure when train will arrive Energetic -> Tired: TTE ticket verification takes too long per person</div></div>					