Project Design Phase-I
Problem – Solution Fit Template

Date	19 September 2022
Team ID	PNT2022TMID43868
Project Name	Project – Smart Solutions For Railways
Maximum Marks	2 Marks

Purpose / Vision : Managing waste for the better environment and for the safe and secure of people

1. CUSTOMER SEGMENT(S) `CS`

Passengers who are travelling in the train and ticket collector

6. CUSTOMER `CC`

Reducing the paper work of customer.

5. AVAILABLE SOLUTIONS `AS`

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.

2. JOBS-TO-BE-DONE / PROBLEMS `J&P`

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 drastically increased over the period of time

9. PROBLEM ROOT CAUSE `RC`

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.

To overcome this problem we have introduced QR code and GPS tracker for booking the ticket and finding the location of the train

7. BEHAVIOUR `BE`

By listening to the customer we can provide genuine empathy for the problem regarded.

By looking over the ration session we can easily find out how the customer gets issues while using the application.

3. TRIGGERS `TR`

Saves paper and work load

4. EMOTIONS: BEFORE / AFTER `EM`

- NO NEED OF TAKING PRINT OUT
- COUNTER TICKET HAS TO BE HANDLED WITH CARE, BUT SMS ON MOBILE IS ENOUGH.
- YOU ARE BECOMING ENVIRONMENT FRIENDLY AND CONTRIBUTING FOR GREENER PLANET BY IGNORING PRINTOUT,
- 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.
- WHILE BOOKING COUNTER TICKET YOU HAD TO CARRY CASH AND WHIILE BOOKING E-TICKET YOU ARE PAYING THROUGH ONLINE DIRECTLY FROM BANK WHICH MAKES WORK MORE EASY FOR YOU.

10. YOUR SOLUTION `SL`

*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.
* The webpage also shows the live locations of the train by placing a GPS module in the train. The location of the journey will be updated continuously in the webpage.
 * The booking details of the user will be stored in the database which can be retrieved anytime.

6.CHANNELS of BEHAVIOUR `CH`

ONLINE

People can book their tickets through online and they get a QR code through sms

OFFLINE

In web application passenger details is stored and the ticket collector can view their details at any time.