

PROBLEM STATEMENT

Problem Statement (PS)	I'm	I'm Trying to	But	Because	Which makes me feel
PS1	a Traveler	Booking railway on my phone	High charges	Doesn't have a mobile version	Frustrated
PS2	a Traveler	Reserving ticket on Railway junction	No Train Duration	Not Mention the am/pm	Confussion
PS3	A Traveler	Convey my problem	Not correct information	No first call resolution	Anger