**PROBLEM STATEMENT**

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| **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 |

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| PS3 | A Traveler | Convey my problem | Not correct  information | No first call resolution | Anger |