**Project Title: Smart Solution For Railways Project Design Phase-I** - **Solution Fit Team ID:** PNT2022TMID37863

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

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

Passengers can take multiple physical copies of a ticket

to prevent losing them.

TTE will have to manually verify the identify of each

passenger.

**AS**

**5. AVAILABLE SOLUTIONS**

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**

**6. CUSTOMER CONSTRAINTS**

**CS**

**1. CUSTOMER SEGMENT(S)**

Passengers, Voyagers who wish to travel to different

Locations.

**Explore AS, differentiate**

**Define CS, fit into CC**

Bring original documents on train rides.

Take multiple copies of train tickets.

Arrive at station early to ensure they don’t miss the

train.

**BE**

**7. BEHAVIOUR**

**RC**

**9. PROBLEM ROOT CAUSE**

Train booking infrastructure is outdated.

Popularity of train travel has exploded.

Train are rarely on schedule

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

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.

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**Identify strong TR & EM**

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| **Identify strong TR & EM**  **Identify strong TR & EM** | **3. TRIGGERS TR**  Holidays  Neighbours going on vacation  Work-related travel | **10. YOUR SOLUTION SL**    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. | 1. **CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   Ticket booking through IRCTC website   * 1. **OFFLINE**   Arriving at station early to check train status  Verifying passenger’s ID proof |  |
| **4. EMOTIONS: BEFORE / AFTER EM**  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 |