Project Title: Smart Solutions for Railways

Project Design Phase-I - **Solution Fit Template**

Team ID: PNT2022TMID25665

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)
Passenger who uses railways is our customer

6. CUSTOMER CONSTRAINTS

Network Connection, Getting familiarwith the digitalized process

5. AVAILABLE SOLUTIONS
Digitizing the booking and verifiation process & alert passenger before their destination arrives.

Before times ticket booking was in person and verification was paper penwork & passenger where unaware of timings.

Digitalizing the work reduces manual paper pen work and it becomes easier and time saving.

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

2. JOBS-TO-BE-DONE / PROBLEMS
Ticket booking and verification process is the work to be done.

9. PROBLEM ROOT CAUSE   `RC`
Paper pen works takes time and canbe time consuming. People in fast world won't like to still stand in a que and book ticket.

7. BEHAVIOUR   `BE`
Passengers opens website books ticket and gets QR Code and it is just scannedby TTR while boarding.

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3. TRIGGERS   `TR`
Neighbor who booked their tickets through website and said about paperless verification. Know about new smart systems in railways through news.

10. YOUR SOLUTION   `SL`
Our solution is to design a website where we can book ticket and receive QR Code which can be scanned during boarding. Passengers can also monitor the train status and as well as they are alerted through mobile before their destination arrives.

8. CHANNELS of BEHAVIOUR   `CH`
Online :   Passenger book on their own.
Offline :   Passenger book through service centers or at railways.

4. EMOTIONS: BEFORE / AFTER   EM

Before : Unaware, Time consuming, Difficulty.

After : Aware, Time saving, Easy