

# Project Design Phase - 01

## Problem-Solution Fit

Date	01 October 2022
Team ID	PNT2022TMID36291
Project Name	Smart Solution For Railways
Maximum Marks	4 Marks

### Problem-Solution Fit Template:

**Problem-Solution fit canvas 2.0**

Purpose / Vision

Define CS, fit into CC	<b>1. CUSTOMER SEGMENT(S)</b> <small>Railway Passenger.</small>	<b>6. CUSTOMER CONSTRAINTS</b> <small>Uncomfortable in choosing seat arrangements, Non confirmed transaction process, spending power.</small>	<b>5. AVAILABLE SOLUTIONS</b> <small>In person Ticketing system, Official government site for ticket booking and available of train tracking sites.</small>	Explore AS, differentiate
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <small>Allowing passenger to book ticket on their comfortable seating arrangements and providing them the exact train running status via web application.</small>	<b>9. PROBLEM ROOT CAUSE</b> <small>Insufficient of technology usage to track train location and unable to book specific seat as per passenger need.</small>	<b>7. BEHAVIOUR</b> <small>What does your customer do to address the problem and get the job done?  Directly related: find the right site for making ticket purchase , knowing the exact train status.  Indirectly associated: customers spend free time on searching the best service providing sites.</small>	
Focus on J&P, tap into BE, understand RC	<b>3. TRIGGERS</b> <small>Seeing their neighbour booking tickets and travelling on comfortable while they are in rush.</small>	<b>10. YOUR SOLUTION</b> <small>Providing access to the passengers to select and book their journey seats on their comfortable coaches and providing them a exact train running status via web application.</small>	<b>8. CHANNELS of BEHAVIOUR</b> <b>8.1 ONLINE</b> <small>What kind of actions do customers take online?  Passenger can track train and book ticket for travelling.</small>	Extract online & offline CH of BE
	<b>4. EMOTIONS: BEFORE / AFTER</b> <small>How do customers feel when they face a problem or a job and afterwards?  lost, insecure, uncomfortable &gt; secure , comfort and in control.</small>		<b>8.2 OFFLINE</b> <small>What kind of actions do customers take offline?  Passenger can view train route from maps.</small>	

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