**ProjectTitle:SmartSolutionsForRailways ProjectDesignPhase-I**-**SolutionFitTemplate TeamID:**PNT2022TMID49411

**1.CUSTOMERSEGMENT(S)**

**DefineCS, fitinto CC**

PassengerTicketcollector

**6.CUSTOMERCONSTRAINTS**

# CS

Reducingthepaperwork ofcustomer

**5.AVAILABLESOLUTIONS**

# CC AS

**ExploreAS,differentiate**

A web page is designed in which the user can booktickets and will be provided with the QR code, which willbeshowntotheticketcollector andbyscanningthe

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| **Focus on J&P, tap into BE,understandRC** | **J&P**  **2.JOBS-TO-BE-DONE/PROBLEMS**  In their busy schedule as fast roaming worldpublic in need of online booking process. Inqueues in front of the ticket counters in railwaystations have been drastically increased over thetime. | **9. PROBLEM ROOT CAUSE RC**  The main reason for the problem buthasoccurreddueto lackoftechnology earlier. Since thepassengers find it difficult to book theticketandtrackthelocationoftrain. | **7. BEHAVIOUR BE**  Bylistening to the customerwe can provide genuineempathyforthe problemregarded | **understandRC** |
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**n**

**Identify strongTR &EM**

**FocusonJ&P,tapintoBE,**

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| **Identify strongTR &EM** | **3.TRIGGERS**  **TR**  Savepaperandworkload | **10. YOURSOLUTION SL**  A web page is designed in which the user can book tickets and willbeprovidedwiththe QR code, which will be shown to the ticketcollector and by scanning the QR code the ticket collector will get thepassengerdetails.  The booking details of the user will be stored in the database, whichcanbe retrieved anytime. | **8.CHANNELSofBEHAVIOUR CH**  **8.1ONLINE**  People can book their ticket through online and they getaQRcodethrough SMS  **8.2OFFLINE**  Inwebapplicationpassengerdetailsarestoredandtheticketcollectorcanviewtheirdetailsatanytime. | **i** |
| **4.EMOTIONS:BEFORE/ AFTER EM**  Noneedoftakingprintout  Counter ticket has to be handled with care, but SMS on mobile isenough.  No need to taking out wallet and showing your ticket to TTR just tellyournametoTTRthatyou area passengerwithvalidproof |