**Project Design Phase**

**Problem – Solution Fit**

| Date | 15 April 2025 |
| --- | --- |
| Team ID | Team-145269 |
| Project Name | Flight Finder |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit:**

The Problem–Solution Fit demonstrates that we have identified a real challenge faced by travelers and travel providers in managing flight bookings, and that our solution—a user-friendly, web-based flight booking system—directly addresses this need. This process helps us understand user behaviors, pain points, and what features are most effective in encouraging seamless travel experiences and efficient operations.

**Purpose:**

* Provide a simple, intuitive platform for travelers to search, compare, and book flights digitally, replacing complex and fragmented booking processes.
* Enable airlines and travel agents to gain actionable insights into booking trends, customer preferences, and operational efficiency through comprehensive data and analytics.
* Increase adoption by offering a clean, responsive interface accessible across devices, and by leveraging familiar web technologies.
* Build trust by ensuring data security and privacy through robust authentication and secure payment processing.
* Continuously improve the user experience by understanding and addressing the evolving needs of our target audience and the travel industry.

**Template:**Calendar

Description automatically generated

| **Section** | **Details (Based on Flight-Booking-System Project)** |
| --- | --- |
| 1. Customer Segment(s) (CS) | - Travelers seeking to book flights - Users looking for affordable flight options - Customers desiring a seamless booking experience - Travel agents managing flight bookings |
| 2. Jobs-To-Be-Done / Problems (J&P) | - Difficulty in finding affordable flights - Time-consuming process of comparing flight options - Need for real-time updates on flight availability and pricing - Challenges in managing and tracking flight reservations |
| 3. Triggers (TR) | - Planning a vacation or business trip - Need to travel for family or personal reasons - Seeking cost-effective travel solutions - Desire for a convenient and efficient booking process |
| 4. Emotions: Before / After (EM) | - Before: Frustrated with the complexity of flight booking, anxious about finding the best deals, concerned about missing important updates - After: Confident in finding suitable flights, relieved by the ease of booking, satisfied with the real-time updates and smooth experience |
| 5. Available Solutions (AS) | - Airline websites - Online travel agencies - Traditional travel agents - Pros: Wide range of options, potential for package deals - Cons: Can be time-consuming, varying prices and availability, lack of personalized service |
| 6. Customer Constraints (CC) | - Budget limitations - Time constraints for booking flights - Need for reliable and secure booking platforms - Desire for user-friendly interfaces |
| 7. Behavior (BE) | - Searching for flights on multiple platforms - Comparing prices and schedules - Booking flights in advance or at the last minute - Seeking recommendations and reviews |
| 8. Channels of Behavior (CH) | 8.1 Online - Using flight comparison websites - Visiting airline websites - Accessing online travel agencies - Reading travel blogs and forums 8.2 Offline - Contacting travel agents - Seeking advice from friends and family - Visiting airline ticketing offices |
| 9. Problem Root Cause (RC) | - Lack of a centralized platform for affordable flight options - Inefficient process for comparing and booking flights - Need for real-time updates and notifications - Demand for a user-friendly and secure booking system |
| 10. Your Solution (SL) | A MERN stack flight booking system that searches only affordable flights using the Amadeus API, providing real-time updates, user authentication, and an admin panel for efficient management. |