**Project Design Phase**

**Problem – Solution Fit**

|  |  |
| --- | --- |
| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID46399 |
| Project Name | FlightFinder |
| Maximum Marks | 2 Marks |

## 🔍 Problem–Solution Fit Overview:

The Problem–Solution Fit phase is a critical milestone in validating that our project—FlightFinder: Navigating Your Air Travel Options—addresses actual, well-defined user problems. Before investing in system scalability or technical complexities, it is vital to confirm that the platform resonates with the pain points of the intended audience: users, support airline representatives, and public admins.  
  
FlightFinder: Navigating Your Air Travel Options is designed as a full-stack platform for digital flight booking registration, real-time flight updates, and resolution management. It targets the inefficiencies and frustrations associated with traditional, paper-based or unstructured digital systems. This phase ensures our solution is not only technically viable, but contextually necessary

## 🎯 Purpose of FlightFinder: Navigating Your Air Travel Options:

• To offer a transparent, user-centric digital flight booking management platform for both individuals and institutions.  
• To consolidate the flight booking lifecycle—registration, monitoring, escalation, and closure—into one streamlined system.  
• To keep users engaged with automated alerts, real-time flight updates, and progress visualization.  
• To enable admins with actionable dashboards and booking analytics to drive flight service experience improvements.  
• To promote faster resolution, trust-building, and institutional accountability through structured workflowsSolution:

## ❌ Real-World Problem Statement

In many organizations and airlines, flight bookings are either lost, delayed, or never addressed due to unstructured manual systems. This leads to user dissatisfaction, poor governance feedback, and lack of visibility in flight booking handling. Major pain points include:  
  
• Flight Bookings being misplaced or overlooked due to lack of tracking.  
• No real-time feedback or update mechanism for the traveler.  
• Slow internal assignment processes and unclear resolution workflows.  
• Inability to track performance, frequent travel needs, or airline representative accountability.  
• Lack of data insights to improve user satisfaction or resource management.

## ✅ Solution Offered by FlightFinder: Navigating Your Air Travel Options

FlightFinder: Navigating Your Air Travel Options directly responds to the above issues through a fully integrated digital booking platform featuring:  
  
• Intuitive online flight booking registration with a system-generated booking reference ID.  
• Role-based access for travelers, airline representatives, and admins.  
• Smart dashboards to filter, assign, escalate, and resolve flight bookings effectively.  
• Real-time updates, escalation logic, and feedback mechanisms built into the user journey.  
• Reporting and analytics for data-backed policy or booking experience improvements.  
• Future scope for real-time chat and video integration via WebRTC and Socket.io.

## 📌 Why It’s a Strong Problem–Solution Fit

FlightFinder: Navigating Your Air Travel Options achieves high alignment between user problems and system capabilities. It replaces disconnected and outdated processes with a cohesive, scalable digital framework. The platform provides measurable improvements in turnaround times, accountability, and user satisfaction. Its design emerged from empathy mapping, real-world use cases, and modular architecture aimed at high adaptability.