**Project Design Phase**

**Problem – Solution Fit Template**

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| 📅 Date | 30JUNE 2025 |
| 👥 Team ID | LTVIP2025TMID31307 |
| 👥 Team Size | 4 |
| 👑 Team Leader | K Veera Venkkateshh |
| 👤 Team Members | - G Satya Veera Durga Prasad  - K Manikanta  - K Vikhitha |
| 📌 Project Name | Public Transport Management System |

**Problem – Solution Fit**

**Problem** Public Transport organizations currently struggle with manual tracking and fragmented data across various operational aspects, including employee management, bus scheduling, route assignments, ticket fare calculation, and daily trip logging. This leads to significant inefficiencies, data inconsistencies, a critical lack of real-time visibility into passenger counts and revenue, and an increased administrative burden, ultimately hindering efficient public transport management.

**Solution** The CRM Application for Public Transport Management System provides a centralized, Salesforce-based solution designed to streamline and automate these critical operational areas. It will offer comprehensive features for maintaining detailed records of employees, bus stations, buses, ticket fares, and daily bus trips. The system will leverage Salesforce Flows for automating key processes (e.g., total fare calculation per trip), provide real-time dashboards for quick insights into metrics like passenger count and revenue, and ensure accurate, accessible operational data.

**Fit** This Salesforce-based solution directly addresses the core problems faced by the Public Transport Department by:

* **Reducing Manual Workload:** Automating the tracking and management of employees, buses, trips, and fares.
* **Ensuring Data Consistency & Accuracy:** Centralizing all transport-related data within a single, robust platform.
* **Providing Real-time Visibility:** Offering immediate insights into key operational metrics like passenger count, trip efficiency, and revenue through dashboards and reports.
* **Enhancing Decision-Making:** Equipping Transport Operations Managers with accurate, up-to-date data for better resource planning and operational adjustments.
* **Improving Operational Efficiency:** Streamlining daily processes for administrators, drivers, and conductors.

