

## Empathy Map - Airlines Management System

**Project Name:** Airlines Management System

**Date:** 22 June 2025

**Team ID:** LTVIP2025TMID30597

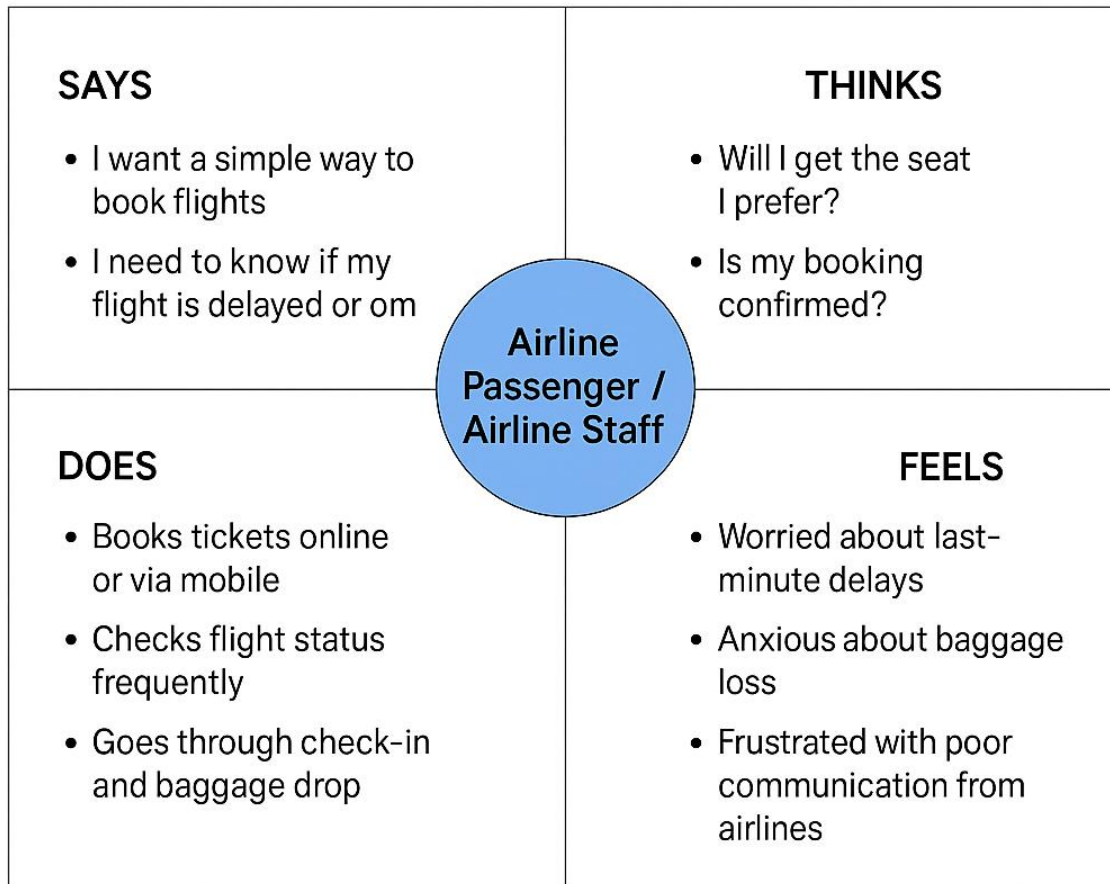
**Target User:** Airline Passenger / Airline Staff

### Empathy Map

Says	"I want a simple way to book flights." "I need to know if my flight is delayed or on time." "I hate long check-in lines and manual baggage process."
Thinks	"Will I get the seat I prefer?" "Is my booking confirmed?" "Will I be notified if there is a schedule change?"
Does	Books tickets online or via mobile Checks flight status frequently Goes through check-in and baggage drop
Feels	Worried about last-minute delays Anxious about baggage loss Frustrated with poor communication from airlines

# Empathy Map

Airlines Management System



Define Problem Statements - Airlines Management System

Project Name: Airlines Management System

Date: 22 June 2025

Team ID: LTVIP2025TMID30597

Problem Statement 1:

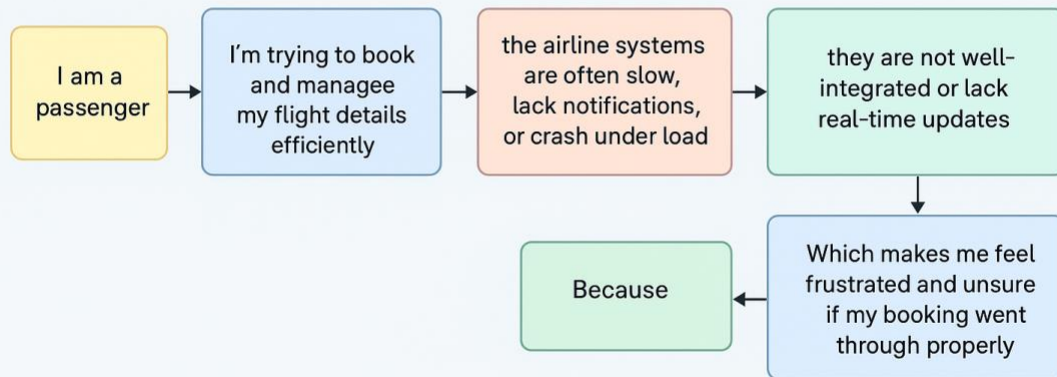
I am a passenger  
I'm trying to book and manage my flight details efficiently  
But the airline systems are often slow, lack notifications, or crash under load  
Because they are not well-integrated or lack real-time updates  
Which makes me feel frustrated and unsure if my booking went through properly

Problem Statement 2:

I am an airline operations staff member  
I'm trying to manage seat allocation, notify passengers, and track baggage seamlessly  
But manual systems or unintegrated apps cause delays and errors  
Because the process is not automated  
Which makes me feel overloaded and prone to mistakes

Field	Response
I am (Customer)	A passenger
I'm trying to	Book and manage my flight details efficiently
But	The airline systems are often slow, lack notifications, or crash under load
Because	They are not well-integrated or lack real-time updates
Which makes me feel	Frustrated and unsure if my booking went through properly

## Airlines Management System – Problem Statement



# Brainstorming & Idea Prioritization - Airlines Management System

**Project Name:** Airlines Management System

**Date:** 22 June 2025

**Team ID:** LTVIP2025TMID30597

## Step 1: Select the Problem Statement

Lack of integration in flight, booking, and notification management.

## Step 2: Idea Listing

- Create custom Salesforce objects for Flights, Bookings, Passengers
- Use Salesforce Flow to automate check-in and seat allocation
- Send automated alerts (Email/SMS) via Process Builder or Flow
- Add dashboards for admin to monitor operations
- Baggage tracking system with QR codes and Salesforce objects

## Step 3: Prioritize Ideas

Ideas	Priority
Booking Interface	High
Notification Alerts	High
Seat Allocation Automation	High
Baggage Handling	Medium
Reporting Dashboard	Medium

