**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 10 June 2025 |
| Team ID | LTVIP2025TMID30989 |
| Project Name | Airlines Management System |
| Maximum Marks | 2 Marks |

**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 |

