

Project Design Phase

Problem – Solution Fit Template

Date	23 June 2025
Team ID	LTVIP2025TMID31510
Project Name	Airlines Management System
Maximum Marks	2 Marks

Problem–Solution Fit Template for Airlines Management System:

The Problem–Solution Fit in the Airlines Management domain focuses on identifying operational gaps and logistical challenges faced by airlines in handling flight bookings, crew assignments, passenger communication, and scheduling. This framework ensures your proposed Salesforce-based Airlines Management System directly addresses those inefficiencies and delivers a solution that fits the workflow of airline staff, schedulers, and passengers.

Purpose:

- Address real-world inefficiencies in **flight booking, crew assignment, flight status updates, and passenger coordination** within airline operations.
- Improve **user adoption** by aligning the system’s features with how **airline staff, passengers, and administrators** currently work (manual assignments, outdated systems, etc.).
- Enhance **decision-making** by identifying and surfacing **key operational triggers** like crew availability, flight delays, and overbooking risks—then resolving them through real-time alerts, dashboards, and automation.

Template:

1. CUSTOMER SEGMENTS Who's your customer?	6. CUSTOMER CONSTRAINTS What constraints are (waiting parents or S...	CC	5. AVAILABLE SOLUTIONS What constraints aren't your customer from taking action or what their choice or let.	SS
2. JOBS-TO-BE-DONE / PROBLEMS Which jobs-to-be-done or problems do you address for your	9. PROBLEM ROOT CAUSE What is the real need that causes the problem /job? E.g. parents need notes they can easily find later, customers need to stay compliant with new change in regulations...	RC	7. BEHAVIOUR What does your customer do to address the problem and get the job done? Describe any channels used E.g. parents make notes on walks, quote something using a GV. Genreport Sky	RE
3. TRIGGERS Think of what trigger the customer to act.	10. YOUR SOLUTION If you're working on an existing business, write down your current solution first. If you want to start something new, describe ways in which you could...	SL	8. CHANNELS OF BEHAVIOUR 8.1 ONLINE What kind of actions do customers take? Extract online channels from #7. 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 further detail in #10.	CH CH
4. EMOTIONS. BEFORE / AFTER How do customers feel before they have a problem or a job and afterwards?				