

**Ideation Phase**  
**Define the Problem Statements**

Date	27-11-2025
name	M.sriram
Project Name	Flight Booking System
Maximum Marks	2 Marks

**Problem Statement:**

Passengers face difficulties in finding accurate and suitable flights due to overwhelming and inconsistent search results.

The booking process is complicated with repetitive forms and unclear steps, leading to delays. Airline admins struggle to update flight schedules and pricing because of non-centralized systems. These issues together create frustration, reduce booking efficiency, and affect user trust.

Problem ID	I am (Customer)	I'm trying to...	But...	Because...	Which makes me feel...
PS-1	A traveler planning a one-way or round-trip journey	search for flights that fit my travel dates and budget	search results are overwhelming or not relevant	The system does not provide accurate filtering and real-time availability	confused and unsure about choosing the right flight
PS-2	A traveler booking tickets for my family or group	complete multiple passenger details smoothly	The process is slow and requires repetitive data entry	The system does not auto-save or autofill passenger information	frustrated and worried about submitting incorrect details
PS-3	An airline admin managing flight schedules	update flight prices, seats, and timings consistently	changes are not reflected instantly across the platform	The backend lacks a centralized, real-time update mechanism	stressed because customers receive outdated or incorrect information