SWIFT RAILS

Customer Needs and Value Propositions

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| **Requirements** | **Accessibility for Registered Users** | **Accessibility for Guest Users** |
| **1. Best Optimization of Fare for Commute (Origin and Destination):** Travelers require an optimal fare calculation based on the origin and destination of their commute. | ✓ | ✓ |
| **2. Easier User Interface:** Customers seek an intuitive and easy-to-navigate interface for a seamless booking experience. | ✓ | ✓ |
| **3. Account Access and Data History:** Users want easy access to their accounts and a comprehensive history of their travel data. | ✓ | ✗ |
| **4. Personalized Notifications:** Travelers desire personalized notifications regarding their bookings, such as updates on departure times, gate changes, and promotional offers. | ✓ | ✗ |
| **5. Departure Vision and Schedule:** Customers need accurate information about departure schedules and real-time updates on their travel itinerary. | ✓ | ✓ |
| **6. Seats Selections:** Travelers want the ability to choose and reserve specific seats for their journey. | ✓ | ✓ |
| **7. Refund & Canceling Policies (Time Dependent):** Users seek transparent and fair policies for refund and cancellation, with considerations for different timeframes. | ✓ | ✓ |
| **8. Customer Service:** Travelers require responsive and helpful customer service for inquiries, support, and issue resolution. | ✓ | ✓ |
| **9. Secure Payment:** Customers expect secure and reliable payment processing to protect their financial information. | ✓ | ✓ |
| **10. Responsive Web Application:** Users want the web application to be responsive and accessible on various devices. | ✓ | ✓ |
| **11. Loyalty Credit Points:** Implement a loyalty program that rewards customers with credit points for frequent bookings or other engagement activities. | ✓ | ✗ |
| **12. Email Confirmation:** Customers expect timely and detailed email confirmations for their bookings. | ✓ | ✓ |
| **13. Meal Selection:** Travelers desire the option to pre-select meals for their journey. | ✓ | ✓ |
| **14. Review Form:** Users want the opportunity to provide feedback through a review form. | ✓ | ✓ |
| **15. Offline Ticketing Service:** Provide an option for users to access tickets offline, accommodating travelers with limited internet connectivity. | ✓ | ✓ |
| **16. Ticket Activation Feature:** Implement a ticket activation feature to streamline the boarding process and reduce manual checks. | ✓ | ✓ |
| **17. Station Alerts (as per customer needs):** Users require alerts about station-specific information, such as platform changes or station facilities. | ✓ | ✓ |
| **18. Security of User Data:** Customers demand robust measures to ensure the security and privacy of their personal and payment information. | ✓ | ✓ |