Project Title: **Smart Solutions for Railways** **Project Design Phase-I - Solution Fit Template**

Team ID: PNT2022TMID44540

1. CUSTOMER SEGMENT(S)

Passenger who uses railways is our customer

CS

6. CUSTOMER CONSTRAINTS

Network Connection, Getting familiar with the digitilized process

5. AVAILABLE SOLUTIONS

Digitizing the booking and verification process & alert passenger before their destination arrives.

Before times ticket booking was in person and verification was paper pen work & passenger where unaware of timings.

Digitalizing the work reduces manual paper pen work and it becomes easier and time saving.

2. JOBS-TO-BE-DONE / PROBLEMS

Ticket booking and verification process is the work to be done.

9. PROBLEM ROOT CAUSE

RC

Paper pen works takes time and can be time consuming. People in fast world wont like to still stand in a que and book ticket.

7. BEHAVIOUR

BE

Passengers opens website books ticket and gets QR Code and it is just scanned by TTR while boarding.

3. TRIGGERS **TR**	10. YOUR SOLUTION **SL**	8. CHANNELS of BEHAVIOUR **CH**
Neighbour who booked their tickets through website and said about paperless verification. Know about new smart systems in railways through news.	Our solution is to design a website where we can book ticket and receive QR Code which can be scanned during boarding. Passengers can also monitor the train status and as well as they are alerted through mobile before their destination arrives.	Online : Passenger book on their own. Offline : Passenger book through service centers or at railways.
4. EMOTIONS: BEFORE / AFTER **EM** Before : Unaware, Time consuming, Difficulty. After : Aware, Time saving, Easy		