**Ideation Phase**

**Empathize & Discover**

|  |  |
| --- | --- |
| **Date** | **19- September-2022** |
| **Team ID** | **PNT2022TMID41891** |
| **Project Name** | **Smart Solutions For Railways** |
| **Maximum Mark** | **4 Mark** |

**Empathy Map:**

**IOT based safety gadget for Smart Solutions for Railways.**

***Think & Feel***

***Gains***

* Conformation Ticket
* Want a ticket quick
* Will pay more for additional service

***Pains***

* No Ticket
* No updates
* Money deducted without booking
* Seat selection

**What do they** ***Hear?***

Refund issues

Slow application

***Say & Do***

Train Delay

I want to raise a complaint

What does RL mean?

My payment is stuck

Friends

Agent

Railway Counter

**What do they** ***See?***

I want to book a ticket fast?

Can I upgrade a Seat?

What is my refund status?