

Product Management Assignment:

Assignment Duration - 6 hours

Problem Statement

- In the backdrop of COVID-19 pandemic, the Indian Railways wants to do away with its offline booking services in order to avoid crowding at the ticket counters
- The main bottleneck that the company faces is making booking accessible to those who do not have access to the internet
- One of the solutions in consideration is to allow users to book tickets by sms
- Railways want to build an automated solution that accepts sms text messages as input, retrieves relevant details, processes payments, books tickets and responds to the customer with booking details

Activities

- Conduct relevant User/Market research to augment your understanding of the problem
- Use your PM skill-set to design a solution to the problem
- Breakdown the ideas into actionable Epics and User Stories
- Skills evaluated :
 - Problem Solving
 - Ideation
 - Research
 - Wireframing/design
 - Epics and User Stories
 - Dealing with edge cases
- Deliverables :
 - Solution synopsis
 - Solution justification
 - Product roadmap
 - Epics and User Stories
 - Wireframes/mock-ups if created
 - Research outcomes if recorded
 - All information source links with due attribution

Constraints

- Please keep in mind that the user has no access to the internet at any stage in her booking journey
- The requirement is to build a completely automated solution