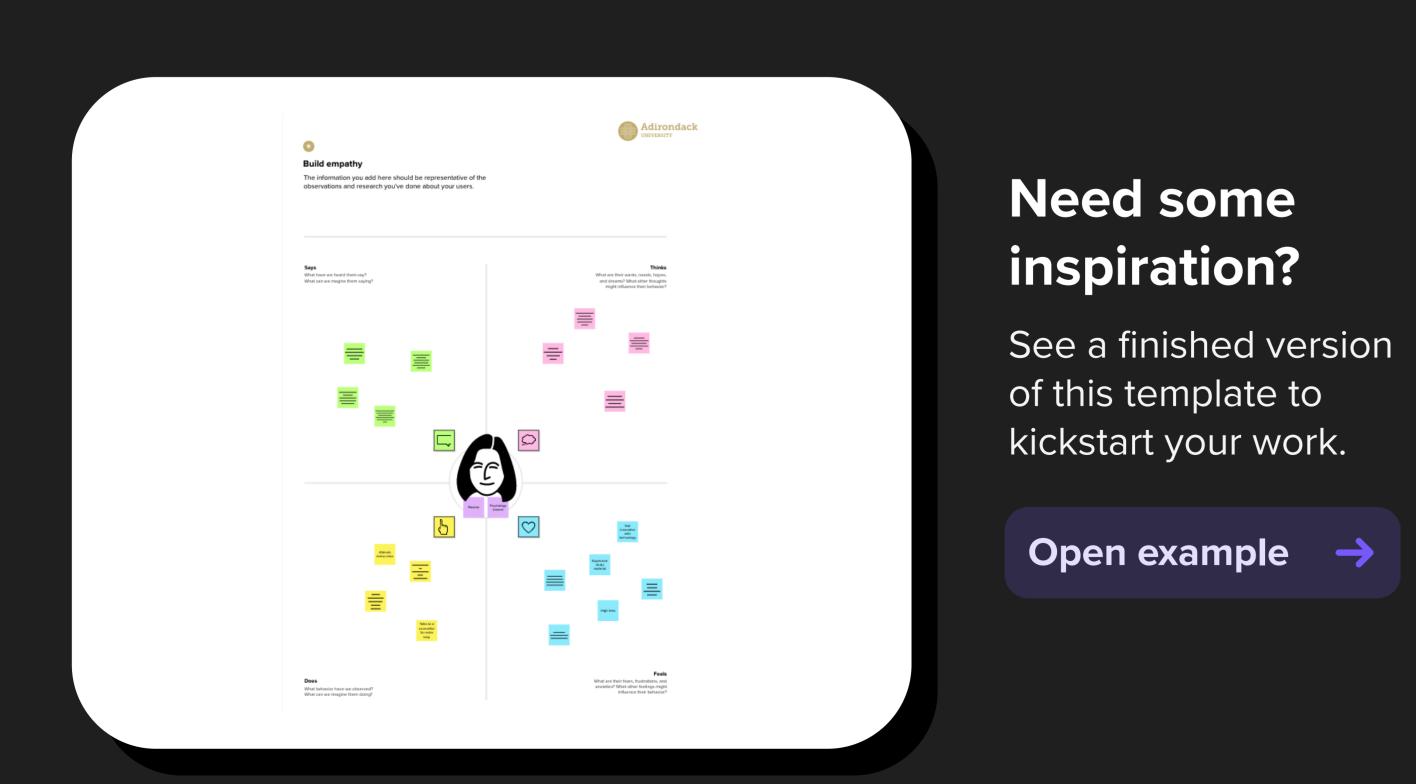


Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Share template feedback





Build empathy

What behavior have we observed?

What can we imagine them doing?

The information you add here should be representative of the observations and research you've done about your users.

Says **Thinks** What have we heard them say? What are their wants, needs, hopes, and dreams? What other thoughts What can we magine them saying? might influence their behavior? A random forest regressor with the most significant number of leaf nodes in each The data set that The delay ratio is tree structure set to 350 may Inclement weather, such records information calculated by summing best predict flight delays and as thunderstorm, achieve a validation MSE of all the flights that have of flights departing hurricane, or blizzard. 0.5. A random forest classifier Late arrival of the aircraft been delayed at the from JFK airport with a mean AUC score of to be used for the flight origin, and dividing by 0.639 is the better model for during one year from a previous flight. predicting a particular flight. the total number of Maintenance problems was used for the flights made at the with the aircraft. prediction. origin. This paper explores a broader Accurate flight delay These measures scope of factors which may prediction is fundamental potentially influence the flight were weighted to establish the more delay, and compares several efficient airline business. to adjust the machine learning-based Recent studies have models in designed imbalance of the The trick is narrowing been focused on generalized flight delay applying machine your scope by location prediction tasks. selected data learning methods to and time. Doing so predict the flight delay. set. produces meaningful measurement that The reasons for these delays does not generalize vary a lot going from air congestion to weather too much. Flight delays are conditions, mechanical gradually increasing problems, difficulties while boarding passengers, and and bring more simply the airlines inability to financial difficulties and handle the demand given its customer capacity dissatisfaction to airline Give them a name and companies a portrait to empathize with your persona. \sim predicting flight delays sensory equipment The results can be can improve airline gathers information applied to increase operations and from each aircraft's customer passenger satisfaction, systems, and sends most of the proposed satisfaction and which will result in a that information to a methods are not incomes of airline positive impact on the agencies. cloud. accurate enough economy. because of massive volume data, dependencies and As a result, air passenger extreme number of main goal is to travel decisions can be parameters. expected to be influenced compare the loT can help carriers curb There have been many by delayed information. In performance of costs of unplanned addition, delays affect airline researches on modeling machine learning maintenance by monitoring operations, resulting in and predicting flight aircraft and detecting classification increased block times on delays, where most of anomalies. The machine routes and, in general, algorithms when them have been trying to learning algorithm will track higher carrier costs and predicting flight predict the delay through the real-time technical airfares delays. condition of the aircraft and extracting important notify technicians of characteristics and most possible malfunctions related features. An accurate estimation of flight delay is critical for airlines because the An accurate estimation of results can be applied to flight delay is critical for increase customer airlines because the results satisfaction and incomes can be applied to increase of airline agencies. **Feels** customer satisfaction and incomes of airline agencies **Does** wnat are their fears, frustrations, and anxieties? What other feelings might

influence their behavior?