Define CS, fit into CC

1. CUSTOMER SEGMENT(S)   `CS`

The passengers who have the flights scheduled to be taken

6. CUSTOMER CONSTRAINTS   `CC`

The passengers flight details must match with the scheduled flights

5. AVAILABLE SOLUTIONS   `AS`

The available models would just state the reason for the delay along with the updated time of arrival and departure

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS   `J&P`

Flight delays making it difficult for the passengers and causing financial losses, the dissatisfaction of passengers, time losses, loss of reputation and bad business relations

9. PROBLEM ROOT CAUSE   `RC`

Flight delay due to bad weather, air traffic, check-in delays, inoperative machineries and other unpredictable and unavoidable conditions.

7. BEHAVIOUR   `BE`

Match the flight details with the scheduled flights or enter the flight details then check the time of scheduled arrival and departure and if the flight delayed then find the updated time of arrival and departure and reason for the delay. The passenger can also check the availability of backup flights in case of long delays.

Focus on J&P, tap into BE, understand RC

3. TRIGGERS `TR`

The unusual flight delay, disturbing the daily schedules or planned activities of passengers and also impacts on the emergency situations of passengers

4. EMOTIONS: BEFORE / AFTER `EM`

Due to delay in flights the entire plan of the passengers would be collapsed but with the predictions in flight delay the passengers can manage their time in a efficient and effective way

10. YOUR SOLUTION `SL`

The model would state the reason for the delay along with the updated time of arrival and departure to the passenger and will also check the alternate routes and the availability of seats in backup flights

8. CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE
- Enter the flight details and match it with the scheduled flights.
- Get to know the reason for the delay
- Search of the backup flights

8.2 OFFLINE
Will get to know the updated time arrival and departure .