## **Project Design Phase-II**

## Customer Journey Map

Date	08 October 2022	
Team ID	PNT2022TMID49460	
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Project Name	Developing a Flight Delay Prediction Model using Machine Learning.	
Maximum Marks		

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Starts to look for flight's status	Search for Explore the information web on other flights epplication flights	User Invite others of the Friendliness prediction
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Wants to avoid designing with desling with resources in fight delays in case of any the last minute emergancy	Helps me to Helps me to Helps me to changing I can avoid changing last minute information better Helps me to changing last minute figures informed stress and earlier tension	I can always I can get I can claim get proper some other Compensation works done
<b>Touchpoint</b> What part of the service do they interact with?	Search and explore flights' status	Maps that The list of help in flights choosing a location	Sharing
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions			
Backstage			
<b>Opportunities</b> What could we improve or introduce?	Better accuracy High Value Low Confidence Low Reach	Ample time to look for other resources High Confidence High Value Low Reach	Avoid cancellations and waste of money
<b>Process ownership</b> Who is in the lead on this?	User	ਹਿਤਾ □ User	User and Admin #