

## Project Initialization and Planning Phase

Date	9 July 2024
Team ID	SWTID1720369851
Project Name	Ecommerce Shipping Prediction
Maximum Marks	3 Marks

### Define Problem Statements (Customer Problem Statement Template):

Customers often face uncertainty and frustration due to inaccurate or delayed delivery estimates. These issues can stem from various factors such as traffic conditions, weather, and logistical challenges. Additionally, the lack of real-time updates exacerbates the problem, leaving customers in the dark about their order status. There is a pressing need for a system that provides precise delivery time predictions and keeps customers informed with real-time updates.

Customer Problem Statement Template				
I am	I'm trying to	But	Because	Which makes me feel
Customer (Employee)	Get the Delivery Date of my order	I am not able to get the accurate delivery estimate	The system does not consider the factors such as traffic and weather conditions	Frustrated
Customer (Student)	Get the current status of my order	I am not able to do so	The system does not provide real time updates on the status	Worried
Customer (Staff)	Retrieve the information of my order from the ecommerce stores	I am not able to do so	The system is not integrated with Ecommerce Platforms	Confused

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
No Accurate Delivery Estimates	Customer (Employee)	Get the Delivery Details of my order	I am not able to get the accurate delivery estimate	The system does not consider the factors such as traffic and weather conditions	Frustrated
No Real-Time Updates	Customer (Student)	Get the current status of my order	I am not able to do so	The system does not provide real time updates on the status	Worried
Not Intergrated with Ecommerce Platforms	Customer (Staff)	Retrieve the information of my order from the Ecommerce stores	I am not able to do so	The system is not integrated with Ecommerce Platforms	Confused