Project Initialization and Planning Phase

Date	04 JUNE 2024
Team ID	SWTID1720183095
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

Accurately forecasting shipping timeframes is a difficulty for e-commerce enterprises in order to effectively manage client expectations. Simplified models and historical data are frequently used in current methodologies, which results in estimates that are inconsistent. Creating a reliable predictive model incorporating factors like product kind, destination, carrier performance, and seasonal demand variations is the aim. This model should make use of machine learning methods to increase delivery window prediction accuracy and decrease under- or overestimation, which can negatively affect customer retention and satisfaction.

Reference: https://miro.com/templates/customer-problem-statement/
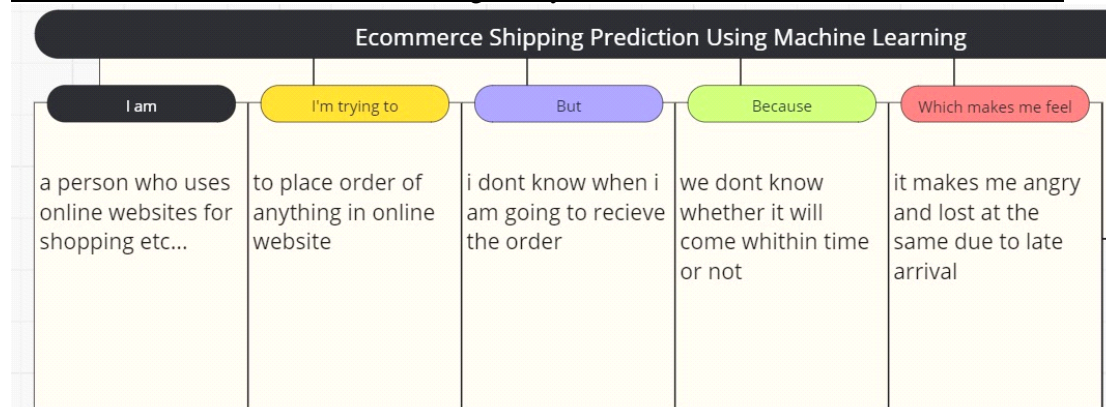
Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	male customer	to place order of anything in online website	i dont know when i am going to recieve the order	we dont know whether it will come within time or not	it makes me angry and lost at the same due to late arrival
PS-2	female	to place a	i am	we dont	it makes me angry

	customer	order	afraid of online scams that are going around	know whether the product is real fake	and also makes me cry as all my money lost