**Project Initialization and Planning Phase**

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| 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/>

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| **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 customer | to place a order | i am afraid of online scams that are going around | we dont know whether the product is real fake | it makes me angry and also makes me cry as all my money lost |