Project Initialization and Planning Phase

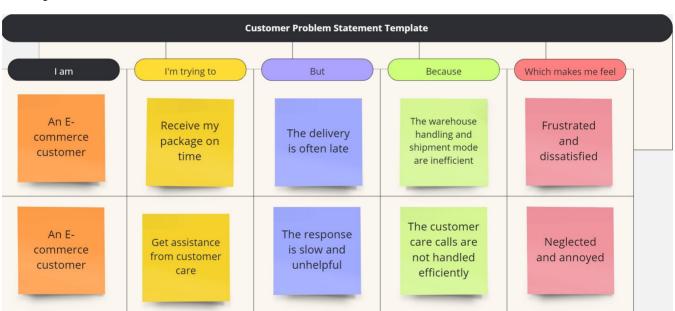| Date	10 July 2024
Team ID	SWTID1720190389
Project Name	E commerce shipping prediction
Maximum Marks	3 Marks

Define Problem Statements:

E-commerce customers often face frustration due to inaccurate and unreliable shipping time predictions, leading to dissatisfaction and decreased trust in the platform. Precise delivery times are essential for customers to plan their schedules and ensure they are available to receive their orders.

Current shipping prediction methods are vague, resulting in delays, miscommunication, and discrepancies between expected and actual delivery times. Factors such as warehouse handling, mode of shipment, and the number of customer care calls impact delivery times, but they are not adequately accounted for in existing systems. This inconsistency harms the customer experience and the overall perception of the ecommerce service.

Our solution, E-commerce Shipping Prediction Using Machine Learning, addresses these issues by providing accurate and reliable shipping time predictions. By leveraging advanced machine learning algorithms, we analyze various factors affecting delivery times, including warehouse efficiency, mode of shipment, customer care interactions, product cost, and prior purchases, to offer precise estimates. This improvement will enhance customer satisfaction, increase trust in the platform, and create a seamless shopping experience.

Example:

Reference:

https://drive.google.com/file/d/12AhKXWpIf78-aporbP59ZIP4trPADFY3/view?usp=drivesdk

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An E-commerce customer	Receive my package on time	The delivery is often late	The warehouse handling and shipment mode are inefficient	Frustrated and dissatisfied
PS-2	An E-commerce customer	Get assistance from customer care	The response is slow and unhelpful	The customer care calls are not handled efficiently	Neglected and annoyed
PS-3	An E-commerce customer	Understand the product rating	The ratings are not reliable	Customer ratings are inconsistent and unverified	Confused and skeptical
PS-4	An E-commerce customer	Get a fair cost for the product	The prices seem high	There is no clarity on the cost structure and discounts	Overcharged and dissatisfied
PS-5	An E-commerce customer	Receive my order in good condition	The product is often damaged	The importance of product handling is not prioritized	Disappointed and distrustful