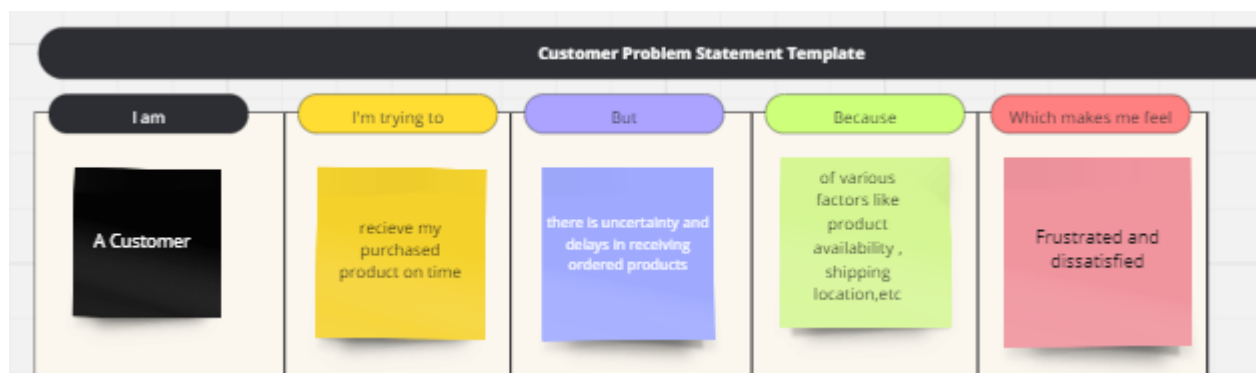# Project Initialization and Planning Phase

Date	7th July 2024
Team ID	SWTID1720161281
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):
Online shoppers frequently encounter uncertainty and delays in receiving their ordered products due to unreliable shipping estimates provided by ecommerce platforms. This inconsistency often leads to frustration and dissatisfaction among customers, impacting their overall shopping experience negatively. Customers desire accurate and reliable predictions of shipping times at the point of purchase to make informed decisions and manage expectations effectively. Therefore, there is a critical need to develop a machine learning solution that can predict shipping times accurately based on various factors such as product availability, shipping location, and historical shipping data. By addressing this challenge, ecommerce platforms can enhance customer satisfaction, improve trust in their services, and ultimately increase repeat purchases.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Customer	Receive my purchased product on time	There is uncertainty and delays in receiving ordered products	Of various factors like product availability, shopping location ,etc.	Frustrated and dissatisfied