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How will a customer become aware of us and what will trigger their interest?

Enter

What impressions do we create for new customers when they come to visit?

gage

What activities do customers engage in (make quick predictions, Searching for their flight, details, create personal relationships)?

Exit

What last impression do you leave your customers with when they know they've reached the end of the experience?

Extend

What do you do to invite the customer back?

Advertisement at airport.

Social media.

Resolve the anxiety faced by customers whose flight is delayed.

Plan their schedule prior accordingly as they aware of the delay.

Site will be well organized.

Site will be attractive and colorful.

Appealing Logo.

Feature tips make them easier to use.

Customers can search the timeline of their flight.

Customers can check the pricing.

Ask doubts in Helpdesk.

Flight delay will be predicted quickly.

Customers can give feedback.

Customers will feel safe and satisfied.

Kind message to express appreciation.

Smooth prediction without interruptions.

Push notifications.

Keep the website updated with New Features.

Up to the mark previous experience.

Debug inaccordance with customer feedback.