1. CUSTOMER SEGMENTS:

- Normal flight Users.
- Business professionals having important Meetings.
- People boarding a lay-over flight.
- Logistics incharge at airport

6. CUSTOMER CONSTRAINTS:

- Refund /Partial refund
- Not knowing the exact time of delay.
- Unavailability of alternate flights or accomodation.

5. AVAILABLE SOLUTIONS:

- May take alternate flights.
- Ask for an alternate flight schedule.
- Wait for the delayed schedule.
- Enjoy airline benefits.
- Report airline.
- Cancel the Flight,
- Search for Specific reasons for delay.

2. PROBLEMS/JOBS-TO-BE-DONE:

- To know if a flight is delayed.
- To make alternate arrangements to reach the destination incase of flight delay.
- To know other things that can be done when flight is delayed.

9. PROBLEM ROOT CAUSE:

- Unavailability of means to estimate delays occuring in flight.
- Large scale economic loss for both airlines and customers.
- Degradation in airlines reputation when many flight are delayed.

7. BEHAVIOUR:

- Use the app deployed to know the approximate delay.
- Find alternate travel options.
- Find hotel accomodation for overnight delays.
- Fill ratings and Feedbacks to help other Users.

3. TRIGGERS:

- The unusual flight delay, disturbing the daily schedules or planned activities of passengers.
- Also impacts on the emergency situations of passengers.

4. EMOTIONS: BEFORE/AFTER:

- Due to delay in flights in the entire plan of the passengers would the collapsed.
- But with the help of predictions in flight delay the passengers can manage their time in efficient and effective way.

10. OUR SOLUTION:

The model would state the reason for the dealy along with the updated time of arrival and departure to the passenger and will also check the alternate routes and the availability of seats in backup flights.

8. BEHAVIOURAL CHANNELS:

8.1. ONLINE:

- Enter the flight details and match it with the schedule flights.
- Get to know the reason for delay of flight.
- Search of the backup flights.

8.2. OFFLINE:

Will get to know the updated time arrival and departure.