## **Project Design Phase-II**

## Customer Journey Map

Date	23 October 2022	
Team ID	PNT2022TMID52891	
Team Leader	Baskaran P(193002014)	
Team Member	Harish Muthukaruppan V (193002034),	
	Mohammed Javid Jafir(193002060), Adluru	
	Mohan Krishna(193002006)	
	(923819104028).	
Project Name	Developing a Flight Delay Prediction	
	Model using Machine Learning.	
Maximum Marks		

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Starts to look for flight's status	Search for Explore the information web on other flights application flights	User Invite others of the Friendliness prediction
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Wants to avoid design with desling with figure delays in the last minute mergancy	Helps me to, get proper plan my plan my lights in formation.  Jetter description metal, the plan my plan my lights in formed least end tension is a fine metal or lights in formed least end tension.	I can always, see proper some other information: I can done
<b>Touchpoint</b> What part of the service do they interact with?	Search and explore flights' status	Maps that The list of help in flights choosing a location	Sharing
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions			(S)
Backstage			yu.
<b>Opportunities</b> What could we improve or introduce?	Better accuracy High Value Low Confidence Low Reach	Ample time to look for other resources High Confidence High Value Low Reach	Avoid cancellations and waste of money
<b>Process ownership</b> Who is in the lead on this?	User #	User user	User and Admin in Its Contract