Define CS,Fit Into CC	**CUSTOMER SEGEMENTS** 🟥 Flight users Logistics People boarding lay-over flights Business professionals	**CUSTOMER CONSTRAINTS** 🟥 Refund/Partial refund Not Knowing the exact time of delay Unavailability of alternate flights or accomodation	**AVAILABLE SOLUTIONS** 🟥 The delay of flights are informed earlier Airline benefits are given Book alternate flights Enjoy benefits of airline Cancel Flights
Focus on J&P, Tap Into BE	**PROBLEMS/JOBS TO BE DONE** 🟧 To make proper arrangemnets to reach the destination incase of flight delays	**PROBLEM ROOT CAUSE** 🟧 Adverse weather condition Bird Strikes Knock-on effect due to a delayed aircraft Strikes Waiting for connecting passengers Waiting for connecting bags	**BEHAVIOUR** 🟧 Use the app deployed to know the approximate delay Find alternate travel options Find hotel accomodation for overnight delays FIll ratings and feedback to help other users
Identify Strong TR,EM	**TRIGGERS** 🟩 The accuracy of databases, information from airport and flight delay related tests for passesngers. **EMOTIONS: BEFORE/AFTER** Entire plan of passenger would be disrupted,but with the help of predictions,the passengers can manage their time in efficient and effective way.	**YOUR SOLUTION** 🟩 The solution to the delay of flight is to build a fligth delay prediction model by using machine learning to predict and declare the delay of flights.	**BEHAVIOURAL CHANNELS:** 🟩 **Online:** Enter the flight details and match it with scheduled flights. Get to know the reason for delay of flight Search of backup flights. **Offline:** Check with attendees about alternative flight Will get to know about updated arrival and departure time