Project Design Phase-II Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID30209
Project Name	DEVELOPING A FLIGHT DELAY PREDICTION
	MODEL USING MACHINE LEARNING
Maximum Marks	

Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	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 flights status	Sign up using Confirmation Get account mail verified	Search for Explore the Information web on other application fights	User Invite others of the prediction
Needs and Pains What does the customer want to achieve or avoid? Tips: Reduce ambiguity, e.g. by using the first person narrator.	Wants to avoid Get ample time coaing with solutions of the first of th	I can get I will receive frequent frequent free about free about free source free about	Helps me to Helps me to Thereing last minute get proper plan my former information letter said earlier tension	I can always I can get get proper some other comparison works done comparison.
Touchpoint What part of the service do they interact with?	Search and explore flights' status	The Ligh-Up The Light button button	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				
Opportunities What could we improve or introduce?	Better accuracy		Ample time to look for other resources	Avoid cancellations
Process ownership Who is in the lead on this?	User User	User User	User	Userand Admin