

Define CS, fit into CC	<p><b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span></p> <ul style="list-style-type: none"> <li>Domestic and international traveller</li> <li>People boarding lay-over flights</li> <li>Airport catering manager</li> </ul>	<p><b>6. CUSTOMER CONSTRAINTS</b> <span>CC</span></p> <ul style="list-style-type: none"> <li>Not well-versed in technology</li> <li>Unavailability of accommodation</li> </ul>	<p><b>5. AVAILABLE SOLUTIONS</b> <span>AS</span></p> <ul style="list-style-type: none"> <li>Change their schedule</li> <li>Enjoy benefits provided by airlines</li> <li>Cancel the flight</li> </ul>	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	<p><b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <span>J&amp;P</span></p> <ul style="list-style-type: none"> <li>To know the time of delay</li> <li>Make change to their schedules</li> <li>Reduce stress</li> </ul>	<p><b>9. PROBLEM ROOT CAUSE</b> <span>RC</span></p> <ul style="list-style-type: none"> <li>Weather condition</li> <li>Air traffic</li> <li>Previous flight delay</li> </ul>	<p><b>7. BEHAVIOUR</b> <span>BE</span></p> <ul style="list-style-type: none"> <li>Find an alternate solution</li> <li>Use the app delayed to know the delay</li> </ul>	Focus on J&P, tap into BE, understand RC
Identify strong TR & EM	<p><b>3. TRIGGERS</b> <span>TR</span></p> <ul style="list-style-type: none"> <li>Missing lay-over flight</li> <li>Cancellation of flight</li> <li>Extreme boredom</li> </ul> <p><b>4. EMOTIONS: BEFORE / AFTER</b> <span>EM</span></p> <p>Before</p> <ul style="list-style-type: none"> <li>Worried of missing an important deadline</li> <li>Frustrated about delay</li> </ul> <p>After</p> <ul style="list-style-type: none"> <li>Relaxed from alternate solution</li> <li>Enjoy airline benefits</li> </ul>	<p><b>10. YOUR SOLUTION</b> <span>SL</span></p> <p>To develop an application that, using data on past flights and delays, forecasts flight delays using a decision tree classifier, and estimates the duration of the delay while taking into consideration the geographical dependence of flights.</p>	<p><b>8. CHANNELS of BEHAVIOUR</b> <span>CH</span></p> <p><b>8.1 ONLINE</b></p> <ul style="list-style-type: none"> <li>Check if the particular flight is delayed and the estimate time of arrival</li> <li>Inform their family and office</li> </ul> <p><b>8.2 OFFLINE</b></p> <ul style="list-style-type: none"> <li>Find accommodation near airport</li> <li>Discuss with neighbors to find an alternative solution</li> </ul>	Identify strong TR & EM