

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)
● Logistic Incharge at airport
● Regular Flight Users
● Business Professionals

6. CUSTOMER CONSTRAINTS
● Not knowing exact time delay of the flight
● Refund may not be available all the time.

5. AVAILABLE SOLUTIONS
● Cancellation of the flight
● Ask for a alternate flights
● Ask for a refund .
● Boarding a lay-over flight

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS
● To find out whether flight is delayed or not.
● To find out causes for delay
● To reduce the causes

9. PROBLEM ROOT CAUSE
● Air traffic is one of the main cause.
● Economic loss may occur
● Reputation of the organization may occur.

7. BEHAVIOUR
● This app provide the flight delay
● Provide alternate Flight option
● Refund Facilities

Focus on J&P, tap into BE, understand RC

<div>3. TRIGGERS<div>TR</div></div> <div><ul style="list-style-type: none">• Time Wastage• Cancellation of Flights• Missing some important events• Postponed of some important events.</div>	<div>10. YOUR SOLUTION<div>SL</div></div> <div>Our solution for this application is to develop a prediction model using decision tree classifier with the given dataset and estimate the delay of flights.</div>	<div>8. CHANNELS of BEHAVIOUR<div>CH</div></div> <div><div>8.1 ONLINE</div><div>Check for estimated delay time</div><div>Check for specific reasons for delay</div><div>Based on user reviews and comments ,we can further improve the application quality</div></div> <div><div>8.2 OFFLINE</div><div>We can find alternate flight routes</div><div>Nearby hotels can be assigned to passengers whose flight is delayed.</div></div>	
<div>4. EMOTIONS: BEFORE / AFTER<div>EM</div></div> <div><ul style="list-style-type: none">• Before:<ul style="list-style-type: none">Missing of important meetingsMissing of FlightsFear of flights being canceled.• After<ul style="list-style-type: none">Exact flight time will be notifiedNo need to fear of arriving late to the port</div>			