














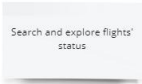





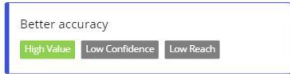
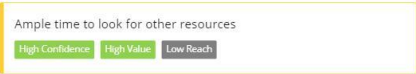



Project Design Phase-II

Customer Journey Map

Date	13 October 2022
Team ID	PNT2022TMID30798
Team Leader	Ms.S.Nithya
Team Member	Ms.S.V.Shivaani,Ms.M.Priyanka, Ms.T.Narmatha
Project Name	Developing a Flight Delay Prediction Model using Machine Learning.
Maximum Marks	

Journey Steps Which step of the experience are you describing?	Discovery 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?		  	  
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	 	   	  
Touchpoint What part of the service do they interact with?		 	
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>			
Backstage			
Opportunities What could we improve or introduce?	 High Value Low Confidence Low Reach	 High Confidence High Value Low Reach	
Process ownership Who is in the lead on this?	