## **Project Design Phase-II**

## Customer Journey Map

Date	13 October 2022
Team ID	PNT2022TMID30798
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Project Name	Developing a Flight Delay Prediction  Model using Machine Learning.
Maximum Marks	

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> 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?	Starts to look for flight's status	Search for Explore the information web on other flights application flights	User Correctness of the Friendliness Invite others prediction
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Wants to avoid dealing with figure delays in the last minute dealing with	Help in changing plan my get proper information.  Jetter 1 Jetter 2 Jetter 1 Jetter 1 Jetter 1 Jetter 1 Jetter 2 Jetter 2 Jetter 2 Jetter 2 Jetter 2 Jetter 2 Jetter 3 Jetter 4 Jetter	I can blivings.  Ret proper some other compensation:  works done.
<b>Touchpoint</b> What part of the service do they interact with?	Search and explore flights' status	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			
Backstage			14.
<b>Opportunities</b> What could we improve or introduce?	Better accuracy High Value Low Confidence Low Reach	Ample time to look for other resources High Cordidence High Value Low Reach	Avoid cancellations and waste of money
<b>Process ownership</b> Who is in the lead on this?	User III	User User	User and Admin