Ideation Phase
Empathize & Discover

Date	19 September 2022
Team ID	PNT2022TMID12801
Project Name	Developing a Flight Delay Prediction Model Using Machine Learning.
Maximum Marks	4 Marks

Empathy Map Canvas:

What does he/she think and feel?
1. Is there a better flight
2. Confused and anxious on what to do next
3. Will they be able to reach the destination
4. Will they be able to board the flight on time

What does he/she hear?
1. Some technical issues in the flight
2. The flight maybe delayed or cancelled due to bad weather
3. Not advisable to travel right now

What does he/she see?
1. Arrival time and departure time
2. The facilities available
3. Safety measurements
4. Weather conditions

What does he/she say and do?
1. Search for a better and alternate flight
2. change the destination or date
3. Cancel the plan
4. Wait in the airport for the required time

Pains
1. Passengers with medical emergencies gets affected
2. Airlines suffer fines and penalties
3. Couldn't reach destination on time
4. Extra expenses for passengers, agencies and airport

Gains
1. customers are happy
2. The available flights are easily identified
3. Prior information will be sent if in case the flight is delayed
4. The current status of the flight can be tracked