BE

CUSTOMER SEGMENT

The customers are from all age group

From 0-100

Especially concentrated on business personalities as well as students

CUSTOMER CONSTRAINS

CS

I.P.D

The availability of customers during normal days are low comparatively on vacations. The fast and networking of new incomers at the field

AVAILABLE SOLUTIONS

CC

The tracking of the flights from the party they booked tickets

They can ask about this to the airlines

JOBS TO BE DONE

To provide better Airline and AirPort services and to avoid delays in Air Travel across different locations at Municipality level. The aim is to provide airports, airlines, and the travelling public with a neutral, third-party view of which airlines are delivering on their promise to get passengers from Point A to Point B on time

PROBLEMS SOLVING

ONLINE – A discussion forum can be used as well as with the message of the reason can be sent to the oustomer

OFFLINE – customers should be informed properly and their arrangements for resting should be made a lounge should be there for them

BEHAVIOUR

The customer gets compensation for the delays and they make the ratings sometimes low and it leads to reduce the incoming passengers

TRIGGERS
When they
People with
travel bad

strong

됬

When they wait for a long period of time without any information

People with connecting flight needs to board to next flight this delay makes their travel bad

4. EMOTIONS: BEFORE

They feel very emoted and makes them so frustated this makes their day very bad and makes them to think not to choose the airlines

YOUR SOLUTIONS

To avoid the trafficking and the delays in the airways it's important to provide better Airline and AirPort services and avoid delays in Air Travel across different locations and promise to get passengers from Location A to Location B on time. Customer provided data will also be used to train the model to provide more accurate results.

ROOT CAUSE

The root cause is bit unpredictable sometimes it maybe because of sudden weather changes sometimes because of sudden internal strikes or maybe due to any technical problem of the airlines and the flights

Identify strong TR & EM

on J&P, tap into BE, understand