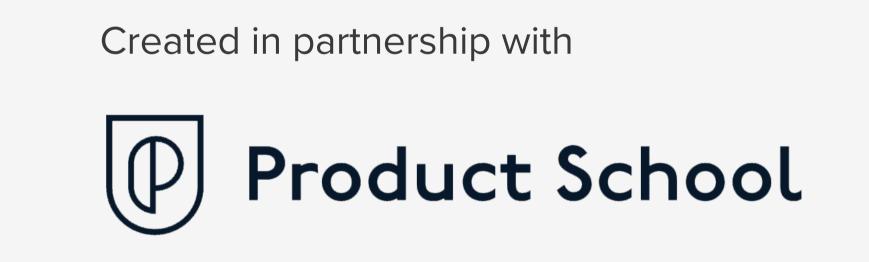


## experience journey map

This map illustrates the complete journey of the customer from entry to the exit while using the flight delay prediction application





## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the Steps row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

SCENARIO: Navigating through the flight delay prediction application and finding the estimated delay  Steps What does the person (or group) typically experience?	Entice  How does someone initially become aware of this process?				Enter  What do people experience as they begin the process?			Engage In the core moments in the process, what happens?					Exit  What do people typically experience as the process finishes?			Extend What happens after the experience is over?			
	Want to know/ Doubting if the flight would be delayed  Customers would like to know about the delay ahead to plan accordingly	Asks airline for information  Customers primarily try	Searches for sources to find estimated time of delay  Customer would like to know the exact time of delay incase of transit or other important events.	Get to know the application  Customer would want to know the delay prediction through the best application possible	Enter the details to signup for a new user  Customers fill out their information and sign up for the app to know about the delay	After signing up the	See the Application's tour  Customer would like to know how the application completely before using it	Search flights by route/number  A customer can enter the flight number and the route to know the delay	The customer can choose their flight from a list of flights shown satisfying the selection criteria	Click to estimate the delay  The user can proceed after entering the details to know the delay prediction	Get the predicted time of delay  The customer can get to know the predicted time of delay	Get the accuracy of the predicted delay  The customer will get to know how acurate the predicted time delay is	Rate the application  The customer would rate us based on their personl experience with our app	Give feedback for the predicted delay  The customer would give us positive and negative feedback which will bw very useful for the devoloper	Logout of the application  The customer would logout of the application after their use.	User's history will be updated  User's history will be stored for keeping track and other future purposes	Get personalized recommendations  The user's feedback information can be used to provide personalized recommendations	Mail notification for flight cancellation  The user will get notified about the flight status through email	Mail prompt flight landing the customer type from the application the delayed flight
Interactions What interactions do they have at each step along the way?  People: Who do they see or talk to?  Places: Where are they?  Things: What digital touchpoints or physical objects would they use?	Weather forecast  Airline announcement	Helpline workers  Airport	Co-travellers  Flight information delay system data	Hear from airline  From co-passengers  Visiting Appstore/ playstore/ Webpapes	Signup section of the application	Login section of the application	Application dashboard and features	Search section of the application	Flight details section of the application	Flight details section of the application	Flight details section of the application	Flight details sections of the application	Feedback section of the application	Feedback section of the application	Navigation bar of the application	User Profile section of the application	Homepage of the application	User's Email	User;s Ema
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	Help me to avoid unwanted time delays	Get to know if the flight is delayed	Get to know the ETA	Get to know the ETA	To register into the application	To access the application	Know the application's features and options	To select the flight	To choose their flight from the list of flights	To get to know the time of delay	Planning prior to avoid unexpected scenarios	To calculate the efficiency and reliability of the application	To help the developers improve the application	Customer satisfaction and to help developers		Help me see my past travels	Help me see where else I can travel  Help me know the estimated average delays of various airiines	Help me avoid unnecessary waiting time  Help me plan alternate modes of travel or accommodation	Help me kr the flight
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Avoid time delay	Delighted to know of the airline offers compensation	Thankful to know the various options available	Assured to find source giving the delay	Registered email id is used to receive emails from the application	Can access more features of the application feeling helpful	Helpful as it acts like an user's visual guide	Selecting by route option is handy, as I don't always have access to the flight number			Reassuring and excited to find the delay and plan beforehand	Helps to make difficult decisions as to depend on the application	Contented to express the opinion	Contented to express the opinion		Useful to have a track of my travels and the predicted delays	Useful and insightfuto find more options  Helpful to find bette airlines	Insightful as it helps me plan alternate options	Lets me kr the flight la otherwise
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Frustrated due to unplanned delays	Angering and confusing	Puzzled to find more sources and confused on which source to rely	Confused at start if the app is reliable	Sometimes frustrating to enter a lot of details	Time consuming to do it every single time	Time consuming, unnecessary and redundant	Time consuming to enter all details, sometimes redundant difficult to remember flight numbers	t,		Confused about the reliability of the application	Frustrated and feels the app is useless when it shows low accuracy	Time consuming and bored to give opinions	Time consuming and bored to give opinions	d	Takes up a lot of space	Privacy violation and overload of unnecessary information	Sometimes useless and irrelevant to know flight cancellations	Sometimes and irre
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?		Connect to an airplane helpline worker  Introduce a chatbot	Market the app through airline, advertisements and ticket vendors	Can show the user ratings on flights, airlines and predictions	Show options like signup through third party apps (Google, Outlook)	Show options like signup through third party apps (Google, Outlook)	Make it optional for the user's  Make the tour more	Make the process more hassle-free by reducing the required information			Improve the efficiency of the prediction	Collect more samples for improving accuracy	Can use the collected ratings to improve performance	Feedbacks can be used to improve overall experience of the application	of	Use it for personalized recommendations	Minimal recommendations rather than overload of information  Give relevant	Attaching the mail with alternate options would be really useful	Attaching with alto options w really u