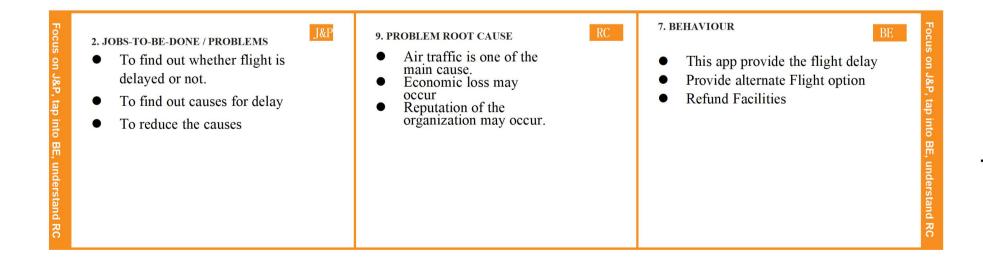
# Define CS, fit into CC Explore AS, differentiate 1. CUSTOMER SEGMENT(S) 6. CUSTOMER CONSTRAINTS 5. AVAILABLE SOLUTIONS CS Logistic Incharge at airport Not knowing exact time delay of the Cancellation of the flight Regular Flight Users flight Ask for a alternate flights **Business Professionals** Ask for a refund. Refund may not be available all the Boarding a lay-over flight time.





## 3. TRIGGERS



- Time Wastage
- Cancellation of Flights
- Missing some important events
- Postponed of some important events.

## 4. EMOTIONS: BEFORE / AFTER



Before:

Missing of important meetings Missing of Flights Fear of flights being canceled.

After

Exact flight time will be notified No need to fear of arriving late to the port

# 10. YOUR SOLUTION



Our solution for this application is to develop a prediction model using decision tree classifier with the given dataset and estimate the delay of flights.

# 8. CHANNELS of BEHAVIOUR



#### 8.1 ONLINE

Check for estimated delay time
Check for specific reasons for delay

Based on user reviews and comments ,we can further improve the application quality

## 8.2 OFFLINE

We can find alternate flight routes

Nearby hotels can be assigned to passengers whose flight is delayed.