

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

- Logistic Incharge at airport
- Regular Flight Users
- Business Professionals

6. CUSTOMER CONSTRAINTS

CC

- Not knowing exact time delay of the flight
- Refund may not be available all the time.

5. AVAILABLE SOLUTIONS

AS

- Cancellation of the flight
- Ask for a alternate flights
- Ask for a refund .
- Boarding a lay-over flight

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

- To find out whether flight is delayed or not.
- To find out causes for delay
- To reduce the causes

9. PROBLEM ROOT CAUSE

RC

- Air traffic is one of the main cause.
- Economic loss may occur
- Reputation of the organization may occur.

7. BEHAVIOUR

BE

- This app provide the flight delay
- Provide alternate Flight option
- Refund Facilities

Focus on J&P, tap into BE, understand RC

<div>3. TRIGGERS<div>TR</div></div> <div><ul style="list-style-type: none">• Time Wastage• Cancellation of Flights• Missing some important events• Postponed of some important events.</div>	<div>10. YOUR SOLUTION<div>SL</div></div> <div>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.</div>	<div>8. CHANNELS of BEHAVIOUR<div>CH</div></div> <div><div>8.1 ONLINE</div><div>Check for estimated delay time</div><div>Check for specific reasons for delay</div><div>Based on user reviews and comments ,we can further improve the application quality</div></div>
<div>4. EMOTIONS: BEFORE / AFTER<div>EM</div></div> <div><ul style="list-style-type: none">• Before:<div>Missing of important meetings</div><div>Missing of Flights</div><div>Fear of flights being canceled.</div>● After<div>Exact flight time will be notified</div><div>No need to fear of arriving late to the port</div></div>		<div><div>8.2 OFFLINE</div><div>We can find alternate flight routes</div><div>Nearby hotels can be assigned to passengers whose flight is delayed.</div></div>