PROJECT: Flight Delay Prediction using Machine Learning TEAM ID: PNT2022TMID32527

Browsing, booking, attending, and rating a local city tour	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?
Steps What does the person (or group) typically experience?	Want to know/ Doubting if the fight would be delayed Customers would like to know about the delay ahead to plan accordingly Asks airline for information Customers primarily try to contact/ask the airline for the information of delay/ cancellation Searches for sources to fnd estimated time of delay Customers primarily try to contact/ask the airline for the information of delay/ cancellation Customer would like to know the exact time of delay incase of transit or other important events	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 Login for existing users See the Application's tour After signing up the user/customer will login to proceed further Customer would like to know how the application completely before using it	Search fights by route/number Select their fight Click to estimate the delay Click to estimate the delay Get the predicted time of delay The customer can enter the fight number and the route to know the delay The customer can enter entering the details to know the delay predicted time of delay The customer can get to know the predicted time of delay The customer can get to know the predicted time of delay The customer can get to know the predicted time of delay The customer can get to know the predicted time of delay The customer can get to know the predicted time of delay The customer can get to know the predicted time of delay The customer can get to know the predicted time of delay	Rate the application Give feedback for the predicted delay The customer would rate us based on their personl experience with our app The customer would give us positive and negative feedback which will bw very useful for the devoloper 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 Mail notification for fight landing Mail notification for fight landing The user's feedback information can be used to provide personalized recommendations The user will get notified about the fight status through email The customer typically receives a mail prompt from the application if the delayed fight landed
 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? 	Airline announcement Co-travellerse Hear from airline From co-passengers Flight information delay system data Visiting Appstore/ playstore/ Webpapes	Visiting Appstore/ playstore/ Webpapes Signup section of the application Login section of the application	Application dashboard and features Search section of the application Signup section of the application Signup section of the application Signup section of the application	User Profle section of the application Navigation bar of the application Feedback section of the application	User Profle section of the application Homepage of the application User's Email User;s Email
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 fight is delayed Get to know the ETA To register into the application	To register into the application To access the application's features and options Know the application's features and options	To choose their fight from the list of fights To get to know the time of delay To calculate the efciency and reliability of the application	To help the developers improve the application Customer satisfaction and to help developers Help developers	Help me see where else I can travel Help me plan alternate modes of travel or accommodation Help me know the estimated average delays of various airiines Help me know the estimated average delays of various airiines
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 Assured to fnd source giving the delay Thankful to know the various options available	Registered email id is used to receive emails from the application Helpful as it acts like an user's visual guide Can access more features of the application feeling helpful	Selecting by route option is handy, as I don't always have access to the fight number Reassuring and excited to find the delay and plan beforehand Helps to make diffcult decisions as to depend on the application	Contented to express the opinion Contented to express the opinion	Useful and insightful to find more options Useful to have a track of my travels and the predicted delays Lets me know when the fight lands if I am otherwise engaged Useful to have a track of my travels me plan alternate options Helpful to find better airlines
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 fnd more sources and confused on which source to rely	Time consuming, unnecessary and redundant Time consuming to do it every single time Sometimes frustrating to enter a lot of details	Time consuming to enter all details, sometimes redundant, dircult to remember fight numbers Frustrated and feels the app is useless when it shows low accuracy Confused about the reliability of the application	Time consuming and bored to give opinions Time consuming and bored to give opinions	Sometimes useless and irrelevant to know fight cancellations privacy violation and overload of unnecessary space information
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 Market the app through airline, advertisements and ticket vendors Can show the user ratings on fights, airlines and predictions Introduce a chatbot in the application	Show options like signup through third party apps (Google, Outlook) Make the tour more visual, short and attractive	Make the process more hassle-free by reducing the required information Improve the efciency 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	Use it for personalized recommendations rather than overload of information Attaching the mail with alternate options would be really useful Give relevant recommendations with proper time intervals Attaching the mail with alternate options would be really useful