

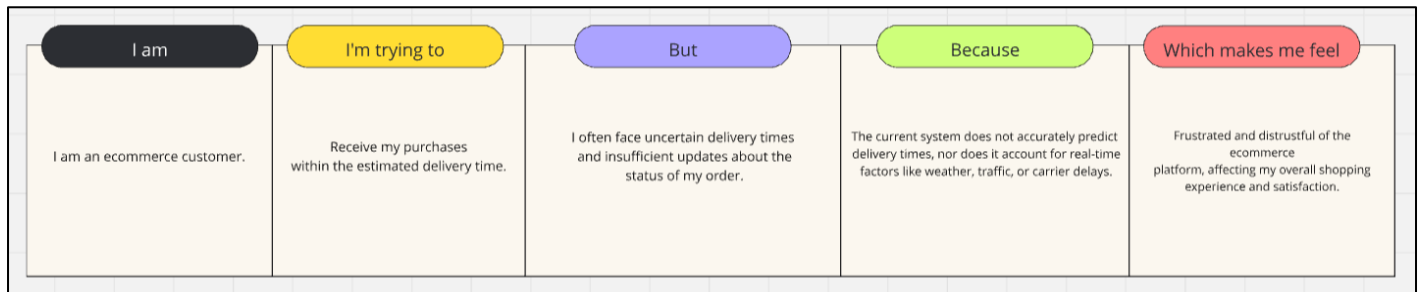
Project Initialization and Planning Phase

Date	20 July 2024
Team ID	SWTID1720110595
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

The current ecommerce shipping process poses significant challenges to customers, affecting their overall shopping experience and satisfaction. Customers often face issues such as uncertain delivery times, inadequate communication regarding their order status, and unpredictable external factors that delay their packages. These challenges can lead to frustration and a lack of trust in the ecommerce platform. By understanding and addressing customers' requirements, we can create an efficient, user-friendly experience that aligns with their expectations and fosters a positive relationship with our brand. Implementing these solutions will not only improve the immediate shipping experience but also build long-term customer trust and satisfaction, driving repeat business and customer loyalty.

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	I am an ecommerce customer.	Receive my purchases within the estimated delivery time.	I often face uncertain delivery times and insufficient updates about the status of my order.	The current system does not accurately predict delivery times, nor does it account for real-time factors like weather, traffic, or carrier delays.	Frustrated and distrustful of the ecommerce platform, affecting my overall shopping experience and satisfaction.