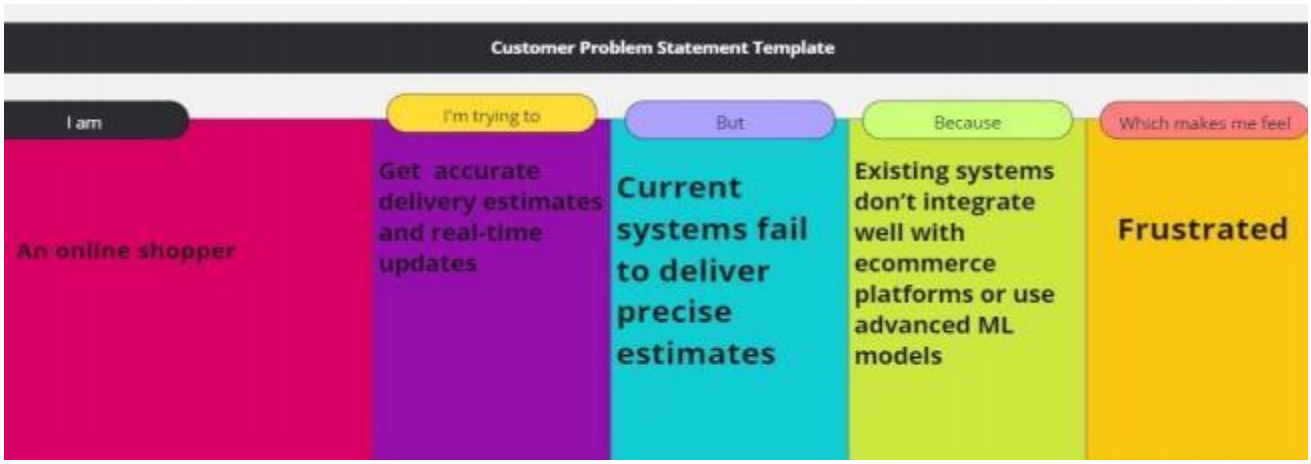
Project Initialization and Planning Phase

Date	10 JUNE 2024
Team ID	SWTID1720196555
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

Online shoppers and ecommerce businesses are frequently frustrated by inaccurate delivery time predictions. Customers seek precise delivery estimates that account for factors such as distance, traffic, and weather, but current systems often fail to deliver, leading to dissatisfaction and a lack of trust. Additionally, customers want real-time updates on their order status, including any delays or changes to the estimated delivery time. Ecommerce businesses face the challenge of manually managing delivery estimates, which is time-consuming and prone to errors, further impacting customer satisfaction. To address these issues, our project aims to develop a scalable system that integrates with popular ecommerce platforms like Shopify and Magento to automatically retrieve order information and provide accurate delivery predictions using machine learning models. These models will be trained on historical delivery data and continuously optimized to improve accuracy over time, ensuring reliable delivery estimates and real-time updates for customers.



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An online shopper	Get accurate delivery estimates and real-time updates	Current systems fail to deliver precise estimates	Existing systems don't integrate well with ecommerce platforms	Frustated and dissatisfied
PS-2	An ecommerce business	Provide real-time updates to customers	Fail to deliver real-time updates	Manual Error prone, Not Scalable	concerned about maintaining customer satisfaction