Project Initialization and Planning Phase

Date	24 April 2024
Team ID	team-739704
Project Name	Identifying Airline Passenger Satisfaction Using Machine Learning
Maximum Marks	3 Marks

Problem Statement (Identifying Airline Passenger Satisfaction):

Many airline passengers aren't as satisfied as they could be. Issues like flight delays, uncomfortable seats, unclear communication, and high costs often leave travelers feeling frustrated. Improving overall satisfaction requires airlines to better understand and address these concerns to enhance the travel experience.

Example:

Passenger List	I am (a Passenger)	I'm trying to	But	Because	Which makes me feel
PS-1	Moving to Delhi on business work	Cancel my tickets because my work got cancelled	Ticket cancellation site is not getting open	Technology problem in airline ticket cancellation portal	It made me feel bad because I lost my ticket money
PS-2	Moving to America	Transfer all my things from India to America	My things got damaged	Negligence of ground staff in Airline	It made me feel worse because I need purchase new things