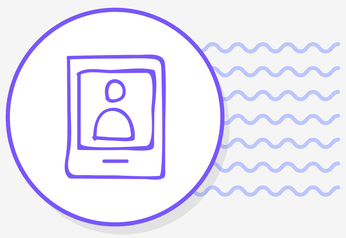
Template



Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Share template feedback

Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?
What can we magine them saying?

Over the last twenty years air travel has been increasingly preferred among travelers, mainly because of its speed and in some cases comfort.

This had led to phenomental growth in air traffic and on the ground.

An increase in air traffic growth has also resulted in massive levels of aircraft delays on the ground and in the air.

These delays are resposible for large economic and environmental losses.

It is impowsible to note that flight delays prediction is a highly complex task and requires a lot of data.

The literature suggests that ML Models,specifically decision tree, ANN and random forest models,have been used to predict flight delays with vering degrees of accuracy.

Commonly used features include historical fight data, weather conditions, and airport operation.

It also shows that a combination of data mining techniques can be used to identify the factors that contributes to flight delays.

Does

What behavior have we observed?
What can we imagine them doing?

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

To predictflight delays using machine learning, you will need to collect and process a large amopunt opf data onn past flight delays.

This data should include information such as the flight's departure and arrival times, the airline, the aircraft type.

The weather conditions at the departure and arrival airports.

Neural networks to train a model that can predict flight delay based on this this data.

Using a machine learning model we can predict flight arrival delays. A flight is delayed when differents between scheduled and actual time.

The social and business impact of flight delay prediction using machine learning (ML) can be significant.

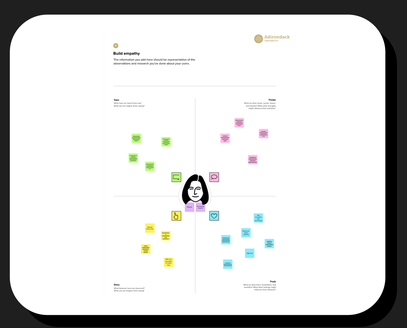
A social perspective, flight delay prediction can help improve the travel experience for passengers.

This can lead to improved on-time performance, which can help airlines and airports attract and retain customers and increase revenue.

By identifying and addressing the factors that contributes to flight delays, airlines and airports can take proactive measures to mitigate the impact of delays.

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



Need some inspiration?

See a finished version of this template to kickstart your work.

Open example →