

## Project Initialization and Planning Phase

Date	10 July 2024
Team ID	SWTID1720086535
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

### Define Problem Statements (Customer Problem Statement):

Ecommerce businesses face challenges in providing accurate delivery estimates to their customers due to various unpredictable factors such as traffic, weather, and carrier performance. Inaccurate delivery predictions can lead to customer dissatisfaction and a loss of trust. Therefore, there is a need for a robust system that can leverage historical data and real-time updates to accurately predict shipping times, account for external variables, and provide reliable delivery estimates to improve the overall customer experience.

#### Example:

Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
A Customer	Track my order	I'm not sure if it will reach on time	No method to predict if my product will be shipped	Anxious and bad



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	customer	Track orders	It is not shipped	Improper handling	bad