

## Project Initialization and Planning Phase

Date	June 2024
Team ID	704295
Project Name	Ecommerce shipping prediction using Machine Learning
Maximum Marks	3 Marks

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

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love. A well-articulated customer problem statement allows you and your team to find the ideal solution for your customers' challenges. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

<b>I am</b>	Describe customer with 3-5 key characteristics - who are they?	Describe the customer and their attributes here
<b>I'm trying to</b>	List their outcome or "job" they are doing - what are they trying to achieve?	List the thing they are trying to achieve here
<b>but</b>	Describe what problems or barriers stand in the way - what do they need?	Describe the problems or barriers that get in the way here
<b>because</b>	Enter the "root cause" of why the problems or barriers exist - what needs to be solved?	Describe the reason the problems or barriers exist
<b>which makes me feel</b>	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

Reference: [https://miro.com/app/board/uXjVK2aqlmY=/?share\\_link\\_id=534024970903](https://miro.com/app/board/uXjVK2aqlmY=/?share_link_id=534024970903)

### Example:

Customer Problem Statement Template

I am

I'm trying to

But

Because

Which makes me feel

a customer

predict the delivery date of my order

the delivery estimates are not accurate

the system doesn't account for real-time shipping delays

anxious and dissatisfied

Send feedback

<b>Problem Statement (PS)</b>	<b>I am</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	customer	Predict the delivery date of my order	The delivery estimate are not accurate	The system doesn't account for real-time shipping delays	Anxious and dissatisfied
PS-2	a gift buyer	make sure the gift arrives before the special occasion	the delivery estimates are often off	the system doesn't account for holidays or peak times	worried and disappointed