

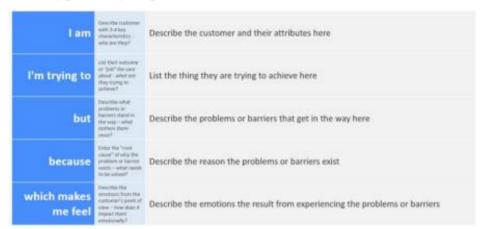


## **Project Initialization and Planning Phase**

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

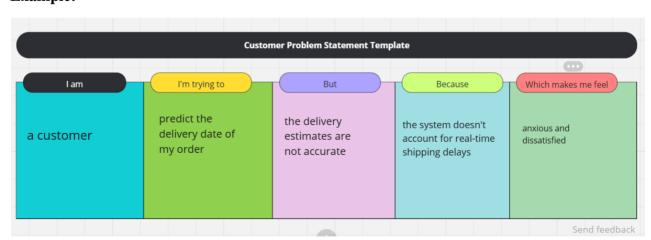
## **Define Problem Statements (Customer Problem Statement Template):**

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.



Reference: <a href="https://miro.com/app/board/uXjVK2aqlmY=/?share\_link\_id=534024970903">https://miro.com/app/board/uXjVK2aqlmY=/?share\_link\_id=534024970903</a>

## **Example:**







Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
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