

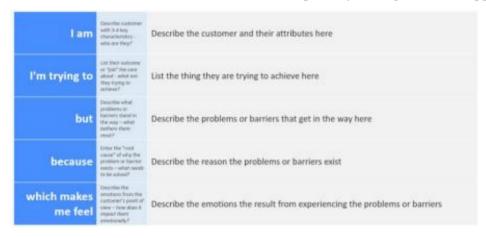


Project Initialization and Planning Phase

Date	15 March 2024		
Team ID	SWTID1720452383		
Project Name	Ecommerce shipping predition		
Maximum Marks	3 Marks		

Define Problem Statements (Customer Problem Statement Template):

Online shoppers often experience frustration due to unreliable shipping estimates and unexpected costs associated with ecommerce purchases. This uncertainty leads to delays in receiving orders and additional expenses beyond their initial budget. This problem significantly impacts customer satisfaction and loyalty, as shoppers increasingly expect transparency and predictability in delivery times and costs. Current solutions, such as basic tracking tools, fail to provide accurate predictions and fail to integrate seamlessly with ecommerce platforms, exacerbating the issue. A successful solution would provide real-time, precise shipping predictions integrated directly into the shopping experience, ensuring customers receive reliable estimates and transparency throughout the shipping process.



Reference: https://miro.com/templates/customer-problem-statement/

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an online shopper who	plan my schedule	I often face	current shipping	frustrated and anxious, as I





frequently purchases goods from ecommerce platforms.	around the expected delivery times of my online purchases.	uncerta inty and delays in receivi ng my orders.	prediction tools and algorithms fail to accurately estimate delivery times, leading to unexpecte d delays.	cannot rely on the estimated delivery dates provided during checkout.