Project Initialization and Planning Phase

Date	12 March 2024
Team ID	SWTID1720089323
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

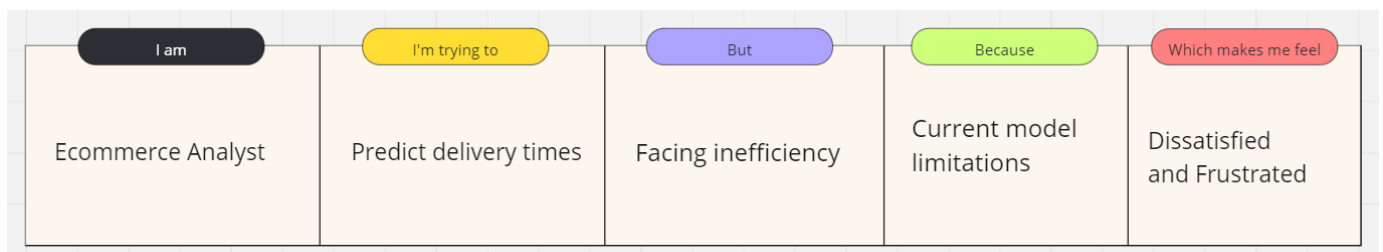**Define Problem Statements (Customer Problem Statement Template):**

Problem Statement 1:

Customers are frustrated with the vague and often inaccurate delivery windows provided by online stores, leading to missed expectations and dissatisfaction. They need more precise and reliable predictions to know exactly when their orders will arrive.

I am	I'm trying to	But	Because	Which makes me feel
A Ecommerce Customer	Get precise delivery time	Predictions are inaccurate	Delivery windows are vague	Dissatisfied and Frustrated
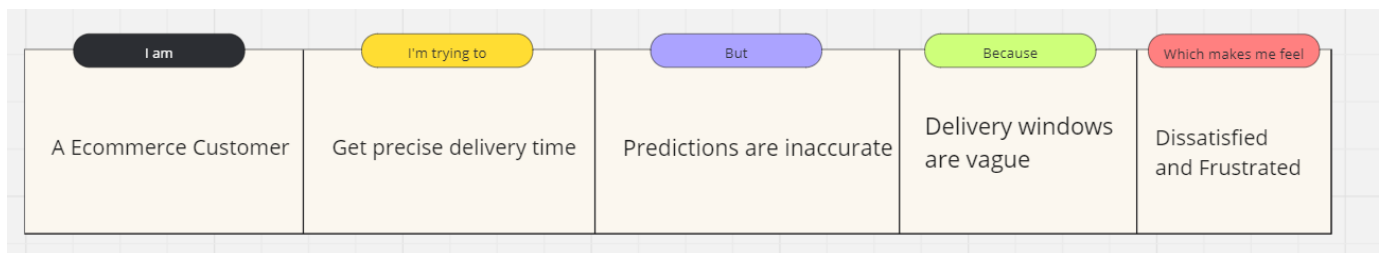
Problem Statement 2:

Ecommerce platforms are struggling with inefficient shipping logistics, causing delayed deliveries and higher costs. There's a need for a better way to predict delivery times accurately by considering various factors like order history and real-time conditions.

I am	I'm trying to	But	Because	Which makes me feel
Ecommerce Analyst	Predict delivery times	Facing inefficiency	Current model limitations	Dissatisfied and Frustrated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Ecommerce Customer	Know when my order will arrive	The delivery times are vague and inaccurate	They don't reflect real-time conditions	Frustrated and dissatisfied
PS-2	An Ecommerce Analyst	Improve shipping efficiency and customer satisfaction	I can't predict delivery times accurately	I lack a system that considers various real-time factors	Inefficient Dissatisfied and costly