

Project Initialization and Planning Phase

Date	15 March 2024
Team ID	SWTID1720519736
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

Customers encounter difficulties with the existing e-commerce shipping process, which affects their entire pleasure and experience. Obstacles include ineffective logistics and erroneous delivery timeframes befall small business owners, especially those who depend on precise delivery estimates. These difficulties result in a subpar client experience, which may have an impact on satisfaction and trust.

We strive to solve these pain areas in order to improve consumer perceptions and our services. We can develop an effective, user-friendly experience that meets our consumers' expectations and cultivates a positive association with our brand by comprehending the unique problems that customers have with the shipping process and putting solutions in place to address them.

Example:

Customer Problem Statement Template

I am

I'm trying to

But

Because

Which makes me feel

A small business owner.

to ensure timely delivery of my products.

I received inaccurate delivery estimates.

inefficient logistics.

Unsure.

Customer Problem Statement Template

I am

I'm trying to

But

Because

Which makes me feel

A student.

To buy a Book.

The shipping delivery time is unpredictable.

lack of real-time tracking information.

Frustrated.