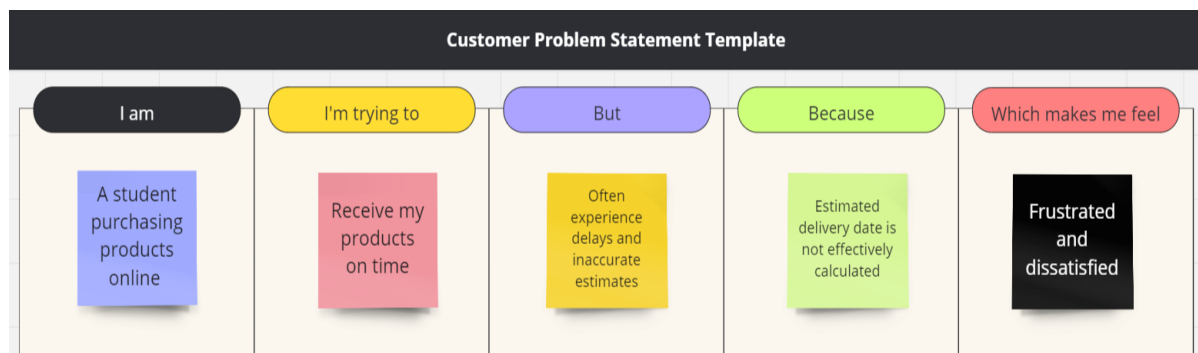


## Project Initialization and Planning Phase

Date	7 JULY 2024
Team ID	SWTID1720108776
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

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

Customers often experience delays and inaccurate delivery estimates for their online purchases, leading to frustration and dissatisfaction about the delivery estimation time. Current systems fail to consider dynamic factors like shipment mode, warehouse block, customer care interactions, product importance, and real-time conditions, resulting in unreliable delivery predictions, which are becoming the pain points of current customers. This impacts customer trust and loyalty, and harms the business's reputation. By developing a Machine Learning model using data on shipment details, customer interactions, product attributes, and more, we aim to provide accurate delivery time predictions. This will enhance customer satisfaction, reduce support costs, and improve overall business performance.



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A student purchasing products online	Receive my products on time	Often experience delays and inaccurate estimates	Estimated delivery date is not effectively calculated	Frustrated and dissatisfied