The project had two objectives, the first one was to find the important categories that contribute to a good overall experience. The second one was to predict if a customer will be satisfied. The first objective was achieved by analysing the Feature Importances graph that showed that seat comfort and online booking experience are the two top parameters. The second objective was achieved by testing different models and analysing their accuracy to finally use the best model to predict if a customer is satisfied. As both goals are reached the project is a success.

The project team is satisfied with the model accuracy and would recommend using it. Furthermore, the team would like to point out that the two most important categories should be looked at more closely in future.