**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 06 May 2023 |
| Team ID | NM2023TMID01136 |
| Project Name | Identifying airline passenger satisfaction using machine learning |

**Proposed Solution Template:**

Project team shall fill the following information in proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | The problem at hand is to develop a machine learning model that can accurately predict and analyze airline passenger satisfaction. The objective is to leverage this model to identify the key factors that contribute to passenger satisfaction, enabling airlines to make data-driven decisions to enhance their services and improve customer experience. |
|  | Idea / Solution description | Proposed solution involves collecting reliable customer data, pre-processing and selecting relevant features, training a machine learning model, and deploying it to The classify the customer satisfaction providing valuable insights for airline passenger feedback |
|  | Novelty / Uniqueness | Its ability to leverage advanced algorithms and data analysis techniques to accurately classify and predict airline passenger satisfaction rates based on comprehensive datasets. |
|  | Social Impact / Customer Satisfaction | The importance of customer satisfaction. Customer satisfaction is important because it illustrates whether your customer base likes what you're doing. Research shows that high satisfaction leads to greater customer retention, higher lifetime value, and a stronger brand reputation |
|  | Business Model (Revenue Model) | * Data Acquisition and Licensing * Subscription or Usage-based Pricing |
|  | Scalability of the Solution | * Handling large datasets * Leveraging parallel computing * Cloud infrastructure |