

# Ideation Phase

## Empathize & Discover

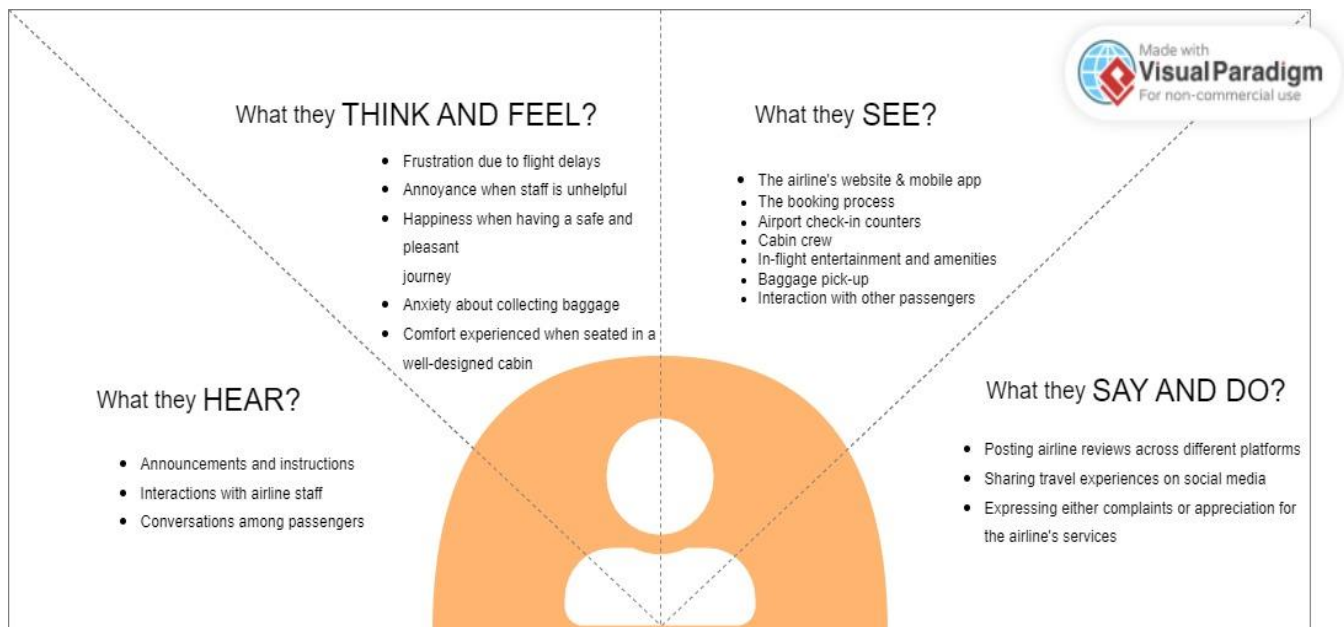
Team ID : 592662

Project Name : AIRLINE REVIEW CLASSIFICATION USING MACHINE LEARNING

Maximum Marks : 4 Marks

### Empathy Map

#### Airline Review:



PAIN	GAIN
<ul style="list-style-type: none"><li>• Flight delays &amp; cancellations</li><li>• Uncomfortable seats</li><li>• Unhelpful staff</li><li>• Poor quality of food</li><li>• Lost luggage</li><li>• Sudden changes in weather</li></ul>	<ul style="list-style-type: none"><li>• On-time flights</li><li>• Helpful staff</li><li>• Comfortable seating</li><li>• Secure luggage handling</li><li>• Delicious food</li></ul>