Ideation Phase
Define the Problem Statements

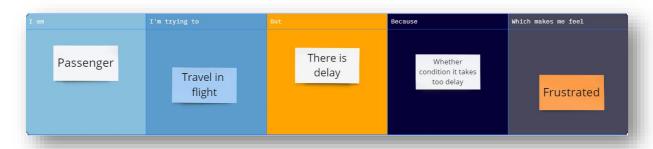| Date	29-April-2023
Team ID	NM2023TMID06600
Project Name	identifying airline passenger satisfaction using machine learning(Applied data science)
Maximum Marks	2 Marks

Customer Problem Statement Template:

The problem statement for identifying airline passenger satisfaction using machine learning is to develop a model that can accurately predict the satisfaction level of airline passengers based on various factors such as flight timings, onboard services, pricing, and other relevant factors. The goal is to analyze customer feedback and flight data to build a predictive model that can classify passengers as either satisfied or dissatisfied with their flight experience. The model can help airlines identify the most critical areas for improvement, make informed decisions to enhance customer experience, and increase customer loyalty.

I am	Describe customer with 3-4 key characteristics - *who are they?*	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - *what are they trying to achieve?*	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way – *what bothers them most?*	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists – *what needs to be solved?*	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view – *how does it impact them emotionally?*	Describe the emotions the result from experiencing the problems or barriers

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am (Passenger)	I'm trying to	But	Because	Which makes me feel
PS-1	Passenger	Travel in flight	Flight got cancelled	Security issues	Anger
PS-2	Passenger	Enjoy my flight journey	Late in flight arrival	Technical difficulties	disappointment

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