Project Design Phase II
Customer Journey Map

Date	**12 October 2022**
Team ID	**PNT2022TMID26680**
Project Name	**Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies**
Maximum Marks	**4 Marks**

Customer Journey Map

❶ Phases High-level steps you user needs to accomplish from start to finish	Requirements needs	image collection	Image processing and Segmentation	Cost Estimation
❷ Steps Detailed actions your user has to perform	Selection Of Parameter Choose Prediction Techniques Estimation and Accuracy	Capture the image of the damage vehicle and check the damage is visible in image Upload the image through the internet. Select the method of damage prediction and estimation of cool.	Measurements of damage level in vehicle by using image detection algorithms. The unnecessary images will be rejected. This image is processed analysed the information and interpret result.	Finally,the damage is foreseen and the cost of the damaged car is assessed. Utilizing cutting-edge artificial inelligence techniques,it will estimate.
❸ Feelings What your user might be thinking and feeling at the moment	Excited! Work Gonna Parameter Easy to collect 	 capturing images on the spot and optaining various angles of he damage gives the user confidence in the potential outcome.	 The image will be classified based on the various damage scenarios in the data set.	 This will reduce the need for the manual automation resulting in significant cost savings.
	Reduced Unneeded features Less work on development Less unused features Some defects may occur	High specifically for target data. Detection limits below regulatory trigger criteria. The reasorable throughput for image collection is more quantity is difficult.	Difficult to maintain with a huge data set over time.require an operation to submit data,and occasionally its settings.	Normal exchange grants to a final anticipated cost However it is dificult to get the desire outcome.
❹ Pain points Problems your user runs into	Undocument Process Need of new technology Conflict Condition	sometimes there are both human and Technologies resources shortage. One of the problems is the technical difficulties. Sometimes it results in service denial.	Collective of dataset can be expensive. The large dataset can least to more time to iptain the results. sometime incorrect maybe an problem.	still has a high require data. good quality needed for all To estimated the cost of vehicle is not a easy process.
❺ Opportunities Potential improvements or enhancements to the experience	lower development cost Higher Standard demands More benificial Measures	image detection increases productivity. It produces outcomes much more rapidly and precisely.	An great result is produced via appropriate image detection. the cost of the damaged vehicle can then be easily estimated using the criteria.	Making decisions based on facts is made possible by using data, and the process is also sped up by making it simpler to communicate predictions. Additionally, it has the benefit of making future results verification simpler.