

Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies

Customer Problems and Goal, Motivation, Steps, Interaction, Positive, Negative opportunity and also have explain the moment so they developed customer journey customer affected and maintain problems foucs in this stage.

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SCENARIO Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting. Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	User has registered the application Most of customers discover vehicle has damage and find out the damage part Customer visit application or available Feature The customer can enter the website and access the feature, and then the user can resolve the issue Customer sees Damaged and vehicle repair costs are available and also look at the extent of damage	The person first registered or login to the application Person application interface is said to be user friendly The car damage images was easy to upload that application There are pictures It is easy to tow to specific damaged areas on the vehicle	Arrive at web page Customer should visit the website for insurance purpose to estimate the amount of damaged parts Once the photo is uploaded the model start it work to analyze based on datasets No Need for manual process The damage detection manual process takes overtime based on senario. Report is analyzed andshown immediately without any delay	accuracy should be high	Personalized recommendations recommendation systems, which the customer may experience via better personalization Personalized Parts modify offers User can register the website and then Recommended details share our via mail for next step of result
Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	The Insurance Claim Register section of the website, iOS app, or Android app The Website or software makes frst appearance at this point, although the customer doesn't interact with them yet. The Website or software makes frst appearance at this point, although the customer doesn't interact with them yet.	People: places: People were talking about the application and it is easy to insure the vehicle Things: Digital stuff: camera or cell phone and computers places: That means Application insures internet access and application on the website EX: ILTakeCare Insurance App Physical objects: cars and customers	Direct interactions with the insurance car companies and damage model detection This is automatic analyze so they need not to do anything in this	Logout using theButton	Recommendations span across website, iOS app, or Android app Customer's email (software like Outlook or website like Gmail)
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me have more details or learn new things on my Insurance claim Help me see what they have to offer this insurance claim is all about	Now a days the insurance company claims that the customer has been cheated so this method is very useful for the customer The process is customer saving time, energy and Fatigue	Help me feel confdent about the how to obtain money The Time consumption should be valid	Should give cost based onthe brand ofthe car	Help me see what I could be doing nex
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Excitement about the Modify the parts The user excited for those consider correct amount as deliverd	This is an auspicious time to send internal damage information to the customer The customer entire information be notified	The Feature which are provided by the portal may them Image is not stored in anyother database once they analyzedhence their data is secure	Feel free because of manual work tension	People like looking back on their past process of insurance claim
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	People express a bit of fear of commitment at this step The customer was checking type of damage and estimation The customer angry for claim leakage and not show they damage repair cost	Some inherent damages cannot be analyzed in that process Sometimes the server cannot reach that server	People love the online insurance claim itself, we have a 70% satisfaction rating		
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Provide a simpler summary to avoid information overload webservice and android	Every step is connected with customer and field workers in friendly relationship A recommendation for this app is to improve the most user-friendly designs in that app			How might we help people celebrate and remember things they've done in the past?