

## Project Design Phase-II

Date	12 October 2022
Team ID	<b>PNT2022TMID45692</b>
Project Name	Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies.
Maximum Marks	4 Marks

## Customer Journey Map

### User journey

by the Design Team of Accenture Interactive RL

**People**  
2-9

**Time**  
30 min

**Difficulty**  
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [P](#)

Phases	Requirements needs	Image collection	Image preprocessing and segmentation	Cost Estimation
<b>Steps</b> <small>Detailed actions your user has to perform</small>	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <div style="background-color: #FFD700; padding: 5px;">Selection of Parameter</div> <div style="background-color: #FFD700; padding: 5px;">Selection of methods to predict</div> <div style="background-color: #FFD700; padding: 5px;">Estimation and Accuracy</div> </div>	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 cost.	Measurement 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 predicted and the cost is estimated of damage vehicle. It will estimate by using the advanced artificial intelligence algorithms.
<b>Feelings</b> <small>What your user might be thinking and feeling at the moment</small>	<div style="text-align: center;">   <div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <div style="background-color: #FFD700; padding: 5px;">Less unused features</div> <div style="background-color: #FFD700; padding: 5px;">Less development rework</div> <div style="background-color: #FFD700; padding: 5px;">Some defects may occur</div> </div> </div>	 High specificity for target data. Detection limits below regulatory trigger criteria. The reasonable throughput for image collection is more quantity is difficult.	 Difficult to manage over time and with large data set. Require operation to submit data, sometimes its configuration is required.	 Usually feasible under exchange grants to a final estimated cost, but it is challenging to accomplish the specific result to produce.
<b>Pain points</b> <small>Problems your user runs into</small>	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <div style="background-color: #FF69B4; padding: 5px;">Undocumented process</div> <div style="background-color: #FF69B4; padding: 5px;">Conflict Requirement</div> <div style="background-color: #FF69B4; padding: 5px;">Need of new technologies</div> </div>	Lack of technology and human resources occur sometimes. Technical hurdles is one of the pain point. Sometimes it lead to denial of services.	Collecting of dataset can be expensive. The large dataset car, least to more time to obtain the result. Sometime incorrect may be an problem.	It still has a high require date. Good quality needed for all. To estimate the cost of vehicle is not a easy process.
<b>Opportunities</b> <small>Potential improvements or enhancements to the experience</small>	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <div style="background-color: #87CEFA; padding: 5px;">Lower cost of development</div> <div style="background-color: #87CEFA; padding: 5px;">Higher level of requirements</div> <div style="background-color: #87CEFA; padding: 5px;">More beneficial Measures.</div> </div>	Image detection increase the efficiency. It provides much quicker and accurate result.	Appropriate image detection gives an excellent output. Then it is easy to verify the parameters and can estimates the cost of damage vehicle.	The utilization of data in decision making allows us to make decisions based on evidence, and also speed up the things by making it easier to share the prediction. It also has the advantage of making it easier to verify the result in future.

Share your feedback

\* This is not a template for your Customer Journey Map. It is only a guide.

