Empathy Map : -

Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies

Efficient work or not?

Trustable or not ?

Every parts are analyzed or not?

What do they
THINK AND FEEL?
what really counts
major preoccupations
worries & aspirations

Report for the damage

Analysis the Vehicle

What do they
HEAR?
what friends say
what boss say
what influencers say

should give the priority

Claim for relevant damage

What do they
SEE?
environment
friends
what the market offers

Will it recover immediately?

What type of accident it is?

What do they
SAY AND DO?
attitude in public
appearance
behavior towards others

Observe the Vehicle

Accurate cost of damage

Analysis the all possible solutions

PAIN
fears
frustrations
obstacles

High cost

High amount of training images for data set is needed

High quality image needed

GAIN
"wants" / needs
measures of success
obstacles

User Friendly

Easy to calculate the damage amount

Fast process to claim insurance