

# Project - Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies

Define CS, fit into CC	<b>1. CUSTOMER SEGMENT(S)</b> <b>CS</b> <ul style="list-style-type: none"> <li>Vehicle owners</li> <li>Insurance Companies</li> </ul>	<b>6. CUSTOMER CONSTRAINTS</b> <b>CC</b> <ul style="list-style-type: none"> <li>Delay in Claim Retention</li> <li>Car Damage Excluded in Policy</li> </ul>	<b>5. AVAILABLE SOLUTIONS</b> <b>AS</b> <ul style="list-style-type: none"> <li>24/7 customer support to solve customer problems.</li> <li>Vehicle damage is assessed by a person hence there might be human error</li> </ul>
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <b>J&amp;P</b> <ul style="list-style-type: none"> <li>To find the intensity of the vehicle damage</li> <li>Predict the insurance based on damage</li> </ul>	<b>9. PROBLEM ROOT CAUSE</b> <b>RC</b> <ul style="list-style-type: none"> <li>Few customers don't raise legitimate claims</li> <li>Car is repaired before the insurance company makes inspection</li> </ul>	<b>7. BEHAVIOUR</b> <b>BE</b> <ul style="list-style-type: none"> <li>Don't drive a vehicle while in call</li> <li>Don't drink and drive</li> </ul>
Identify strong TR & EM	<b>3. TRIGGERS</b> <b>TR</b> <ul style="list-style-type: none"> <li>The ease of the entire insurance Claiming process</li> </ul>	<b>10. YOUR SOLUTION</b> <b>SL</b> <ul style="list-style-type: none"> <li>Keeping the customer in mind we would like to ensure that the website has a simple frontend and the ML model should be Accurate so that the customer doesn't lose on anything.</li> </ul>	<b>8. CHANNELS of BEHAVIOUR</b> <b>CH</b> <ul style="list-style-type: none"> <li>Uploading the picture of the damaged vehicle.</li> </ul>
	<b>4. EMOTIONS: BEFORE / AFTER</b> <b>EM</b> <ul style="list-style-type: none"> <li>Before- Confused ,Took a long time to claim insurance.</li> </ul>		<ul style="list-style-type: none"> <li>Taking pictures of the damaged vehicle</li> </ul>

Extract online & offline CH of BE