# 1. CUSTOMER SEGMENT CS, fit into CC Common people Car companies

- Insurance
- companies Vehicle owner

# 6. CUSTOMER

Trust Problem: The insurance companies Give the fake information about the estimation cost modify damage part of ensuring profit of company from user

Anxiety: Customer concern is the level of severity of the damaged parts and fixing the extent of the damaged parts is also the customer concern.

# **5. AVAILABLE SOLUTIONS**

CC

RC

By gathering information about the damage assessment from customer side and vehicle companies to understand the level of damage and cost needed to same

Searching the through the internet such as online website get the insight about the damage

# 2. JOBS-TO-BE-DONE /a PROBLEMS



TR

CS

# 9. PROBLEM ROOT CAUSE

- Unaware about the level of damage
- Proper information about the estimation cost
- Not proper maintenance and accident Something etc.....

# 7. BEHAVIOUR



AS

The user does not know or is unaware how to deal with the damage part of vehicle

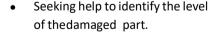
Inefficient to predict the level of damage and analysis to estimate the cost the damaged part this is The behavior

# Analyze the damage part and giving good cost estimation for customer satisfy and support system

Provide the good prediction system to predict the level of damage and modify

# 3. TRIGGERS

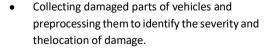
cus on J&P, tap into BE, understand RC



the damage parts

To help people with good prediction and analysis of level and cost for the damaged part of the vehicle.

### 10. YOUR SOLUTION



- Users will be able to identify the level of damage bythe prediction system.
- Using VGG16 Model to train the damaged parts trying to estimate the cost for the same.

### 8. CHANNELS of BEHAVIOR



## ONLINE

SL

- Online Websites
- Social Media Platforms

# OFFLINE

- **Customer throw Words**
- **Anxiety and Unawareness**

4. EMOTIONS: BEFORE / AFTER	
Before: Lack of proper knowledge, Improper maintenance, Unawareness about the level of damage and difficulty in estimating the cost for damages.	
<ul> <li>After: Good knowledge about the Vehicle parts, Efficient prediction system giving the level of damage and analyzing cost for the same.</li> </ul>	