












	<div>  Entice How does someone usually become aware of this process? </div>	<div>  Enter What do people experience as they begin the process? </div>	<div>  Engage In the core moments in the process, what happens? </div>	<div>  Exit What do people typically experience as the process finishes? </div>	<div>  Extend What happens after the experience is over? </div>
<div>  Steps What does the person (or group) typically experience? </div>	<div>They are not fully aware of the program</div> <div>they think that it will take more time</div> <div>They just know it is a platform to claim the insurance for vehicle damage</div> <div>This platform makes profit for them</div>	<div>To claim the insurance</div> <div>Getting information from an experienced one</div> <div>Providing the documents</div> <div>Register for damage</div>	<div>start claiming the loan</div> <div>start filling their information</div> <div>explain about the damage</div> <div>confirm details</div> <div>an email has to be send for confirmation</div>	<div>the insurer give the amount to the customer through any mode customer have.</div> <div>Rating the insurance claiming process.</div> <div>feedback links are available once they complete the process</div>	<div>past history should be shown in profile</div> <div>personalized insurance plans</div> <div>Personalized recommendations</div>
<div>  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? </div>	<div>They would interact with who have already claimed the insurance.</div> <div>First, They would ask about the insurance process</div> <div>They know this program by online and want to know in depth of it</div> <div>In public place or in their home they talk about this topic</div>	<div>Make an estimate cost for their claim</div> <div>Visit the agencies for more information</div> <div>They used to clarify what damage they have done</div>	<div>They use E-mail services.</div> <div>they just confirm the insurance availability by any mode of services</div> <div>the insurance company uses the account details of customer and contact them</div>	<div>customer mail services</div> <div>leave a review model window in the portal</div>	<div>email services should be available</div> <div>we should provide them customer assistance If they need</div> <div>relationship should be continued even after the insurance is successfully claimed</div>
<div>  Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") </div>	<div>what are the things need to claim</div> <div>Make use of this program</div> <div>To fully understand the program</div> <div>What are the process involved in it.</div>	<div>Easy way claim it</div> <div>Less paper work</div> <div>Reducing the burden</div>	<div>help customers to feel confident</div> <div>make them feel this is good decision to take insurance from company</div> <div>help customers throughout the process and make them continue service</div>	<div>Make the Customers to spread the positive note to everyone</div> <div>make them feel that they get enough insurance for the damage</div>	<div>Help them to see what they have done before</div> <div>Help them to see what they need next</div> <div>Help me to know the entire terms and conditions of the insurance</div>
<div>  Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? </div>	<div>It will take less time</div> <div>Amount will be credited according to the damage we have done</div> <div>Process of the insurance claiming through online is faster than agencies</div> <div>There will be no more paper work</div>	<div>Smoothly finishing the work</div> <div>Satisfaction of the claim</div> <div>No issues in the process</div>	<div>Felt happy when they get insurance fast</div> <div>As its a machine they escape from the lies</div> <div>Being trust the process as its digitalized</div> <div>no need to travel while inquiry process</div>	<div>Make the customer need to believe the insurance company and our website</div> <div>Make them continue the insurance service and use the technology we provide</div>	<div>Feel free to make a call again</div> <div>give them clear cut idea by making them trusted over us</div>
<div>  Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? </div>	<div>In this picture we have only exterior view so what can we do for interior damage</div> <div>In this system we gonna analyze the damage so it could make mistake</div> <div>`If we have many damages then we send all the picture of the damage</div> <div>The picture we have send that should be very clear ,so need to capture it clearly</div>	<div>What if, it could be scam</div> <div>There is no physical communication</div>	<div>We cannot expect desired output from a machine every time</div> <div>illiterate cannot understand the process</div>	<div>they feel leaving review is arduous process</div> <div>people feel peer pressure to visit insurance companies or give tips</div>	<div>sometimes they feel why don't we give last opinion from officer</div>
<div>  Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? </div>	<div>Making service station</div> <div>Abolishing the intermediate agencies</div> <div>Better make use of it</div> <div>Instant credit of insurance</div>	<div>explain them about the process</div> <div>Give them customer assistance</div>	<div>Make them feel trusted</div> <div>fasten the process of damage assessment and cost estimation</div>	<div>How much we make them feel trusted?</div> <div>How much we estimate the correct amount</div>	<div>How we make them continuously follow the same plans</div> <div>if they buy another car or recommend friends about insurance by making them fulfilled and making process easy</div>