

# Project Design Phase – I

## Problem –Solution Fit

Date	10 September 2022
Team ID	PNT2022TMID29716
Project Name	Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies.
Maximum Marks	2 Marks

<p><b>1.CUSTOMER SEGMENT</b></p> <p>Who is your customer?</p> <ul style="list-style-type: none"> <li>✓ Insurance company.</li> <li>✓ Person who's vehicle experienced some accident or damage in the vehicle.</li> <li>✓ A customer with claimable insurance policy</li> </ul>	<p><b>6.CUSTOMER CONDTRANTS</b></p> <p>What constrains prevent your customers from taking action or limit their choices of solution?</p> <ul style="list-style-type: none"> <li>✓ Network issue may lead to remove access to certain features</li> <li>✓ Improper or blurred images may lead to improper performance of application</li> </ul>	<p><b>5.AVAILABLE SOLUTIONS</b></p> <p>Which solution are available to the customer when they face the problem or need to get the job done? What pro &amp; cons do these solution have?</p> <ul style="list-style-type: none"> <li>✓ Manual calculations.</li> <li>✓ Approaching 3<sup>rd</sup> party for cost estimation.</li> <li>✓ Using slow processing algorithms.</li> </ul> <p><b>PROS</b></p> <ul style="list-style-type: none"> <li>✓ Estimated value may stay within them.</li> </ul> <p><b>CONS</b></p> <ul style="list-style-type: none"> <li>✓ Manual error which lead to cost variation frequently.</li> <li>✓ Time taken which lead to mental pressure.</li> </ul>
<p><b>2.JOBS-TO-BE-DONE/PROBLEMS</b></p> <p>Which jobs-to-be-done do you address for your customers?</p> <ol style="list-style-type: none"> <li>1. Time taken for cost estimation will be reduced drastically.</li> <li>2. The variation and errors in manual calculation is removed by providing the <b>accurate damage percentage</b>.</li> <li>3. Provides the unified cost for such damage.</li> <li>4. To reduce losses on both side i.e. insurance company and policy holder.</li> </ol>	<p><b>9.PROBLEM ROOT CAUSE</b></p> <p>What is the real reason that this problem exists? What is back story behind the need to do this job?</p> <ol style="list-style-type: none"> <li>1. Deviation or variation from the company calculated cost and actual cost.</li> <li>2. Long big Manual calculation lead to errors.</li> <li>3. Rapid development in the AI field paved way too many advance methods.</li> </ol>	<p><b>7.BEHAVIOUR</b></p> <p>What does your customer do to address the problem and get the job done?</p> <ol style="list-style-type: none"> <li>1. Taking the car image with good quality.</li> <li>2. Uploading the real image.</li> <li>3. The application will instantly evaluate the damages</li> <li>4. And displays the claim amount to the customer.</li> </ol>
<p><b>3.TRIGGERS</b></p> <p>What triggers customers to act?</p> <ol style="list-style-type: none"> <li>1. Customer doesn't need 3<sup>rd</sup> party as there fall into false traps.</li> <li>2. Instant insurance claims</li> <li>3. Advancement in technology in the field of image analysis and cost estimation,</li> </ol>	<p><b>10. YOUR SOLUTION</b></p> <p>If you are working on an existing business write down your current solution first fill in the canvas and check how much it fits reality.</p> <ul style="list-style-type: none"> <li>✓ Predict the region of damage with respect to the normal vehicle.</li> <li>✓ Accurate estimate of the damage percentage.</li> <li>✓ Estimating cost with the damage percentage.</li> <li>✓ Interactive and user- friendly solution to make it accessible.</li> <li>✓ Elimination of human error and fast functionality.</li> </ul>	<p><b>8.CHANNEL OF BEHAVIOR</b></p> <p><b>8.1 ONLINE</b></p> <p>What kind of actions do customers take online?</p> <ul style="list-style-type: none"> <li>✓ Accessing webpage to estimate damage.</li> <li>✓ Uploading the image of car damage.</li> <li>✓ Quick access of AI based algorithm.</li> </ul>
<p><b>4. EMOTIONS: BEFORE/AFTER</b></p> <p>How do customers feel when they face a problem or a job before and afterwards?</p> <p><b>BEFORE:</b></p> <ol style="list-style-type: none"> <li>1. Delay in claiming lead to <b>EXHAUSTION</b>.</li> <li>2. Feeling <b>FOOLED</b> when accurate amount is not claimed.</li> <li>3. Feeling <b>TRICKED</b> when policy holder made false trap while we tried to help them.</li> </ol> <p><b>AFTER:</b></p> <ol style="list-style-type: none"> <li>1. Customers felt <b>INDEPENDENT</b>.</li> <li>2. <b>UNPRESSURIZED</b> as it is done instantly and correctly.</li> <li>3. <b>HAPPY</b> insurance company as there is no loss and also no need to have big manual work.</li> </ol>		<p><b>8.2 OFFLINE</b></p> <p>What kind of actions do customers take offline?</p> <ul style="list-style-type: none"> <li>✓ Taking the car damage image properly without any blur.</li> <li>✓ Validate the estimated cost with the cost firm.</li> <li>✓ Reaching out to the respect insurance agent to proceed claiming policy.</li> </ul>