Project Design Phase-II
Customer Journey Map

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Project Name	Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies.

User journey

by the Design Team of Accenture Interactive NL

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

	Requirements needs	Image collection	Image preprocessing and segmentation	Cost Estimation
❶ Phases — High-level steps your user needs to accomplish from start to finish				
⬤ Steps — Detailed actions your user has to perform	Selection of Parameter · Selection of methods to predict · Estimation and Accuracy	Capture the image of the damage vehicle and check the damage is visible in image .Upload the image through the internet. Select the method of damage prediction and estimation of cost.	Measurement of damage level in vehicle by using image detection algorithms . The unnecessary images will be rejected. This image is processed analysed the information and interpret result	Finally the damage is predicted and the cost is estimated of damage vehicle. It will estimate by using the advanced artificial .intelligence algorithms.
❸ Feelings — What your user might be thinking and feeling at the moment	👍 😃 / 👎 Less unused features · Less development rework · Some defects may occur	😔 High specificity for target data. Detection limits below regulatory trigger criteria. The reasonable throughput for image collection is more quantity is difficult.	😐 Difficult to manage over time and with large data set. Require operation to submit data, sometimes its configuration is required.	😄 Usually feasible under exchange grants to a final estimated cost. but it is challenging to accomplish the specific result to produce.
❹ Pain points — Problems your user runs into	Undocumented process · Conflict Requirement · Need of new technologies	Lack of technology and human resources occur sometimes. Technical hurdles is one of the pain point. Sometimes it lead to denial of services	Collecting of dataset can be expensive. The large dataset can least to more time to obtain the result. Sometime incorrect may be an problem.	It still has a high require data. Good quality needed for all. To estimate the cost of vehicle is not a easy process.
❺ Opportunities — Potential improvements or enhancements to the experience	Lower cost of development · Higher level of requirements · More beneficial Measures.	Image detection increase the efficiency. It provides much quicker and accurate result.	Appropriate image detection gives an excellent output. Then it is easy to verify the parameters and can estimates the cost of damage vehicle.	The utilization of data in decision making allows us to make decisions based on evidence, and al.o speed up the things by making it easier to share the prediction .It also has the advantage of making it easier to verify the result in future.