Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies

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Project Design Phase-I - Solution Fit

Define CS, fit into CC

1. CUSTOMER SEGMENT(S) — CS

- **Damaged Car owner** who is willing to claim insurance
- **Insurance Company** willing to give insurance amount to damaged car victim

6. CUSTOMER CONSTRAINTS — CC

- Time taken for insurance claim procedure
- Fed up with the overall procedure since there can be discrepancies.
- Fair Estimation for his damaged car

5. AVAILABLE SOLUTIONS — AS

- Manual inspection done by an Insurance Inspector who needs to come to the spot of damage and assess and estimates the damage
- This system has many flaws like insurance claims leakage and also time consuming

Explore AS, differentiate

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

2. JOBS-TO-BE-DONE / PROBLEMS — J&P

- Damage assessment
- Cost Estimation
- Insurance claim

9. PROBLEM ROOT CAUSE — RC

- The existing system takes a lot of time since the inspection has to be done manually
- Also, the claimant thinks that the estimation given by Insurance Inspector is less compared to the actual damage

7. BEHAVIOUR — BE

1. The claimant just has to upload the damaged part photo
2. The system analyzes the impact and assess the damage and gives an estimation for the damage

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

Identify strong TR & EM

3. TRIGGERS — TR

- Giving less estimation than the actual damage cost
- Time consumed for manual inspection

4. EMOTIONS: BEFORE / AFTER — EM

Before:
- Frustrated and worried
- Exhausted

After:
- Happy and Satisfied with Estimation
- Trusts the Insurance Company

10. YOUR SOLUTION — SL

- Artificial Intelligence takes over the job done by Insurance Inspector with excellent accuracy in damage assessment and cost estimation
- This system reduces the overall time for insurance estimation and gives the estimation within seconds

8. CHANNELS of BEHAVIOUR — CH

ONLINE :

The customer needs to register and login to the prediction website. After which they are redirected to prediction page where they can upload the photos and get an estimation for the damage

Identify strong TR & EM