Project Design Phase-II Customer Journey

Date	01 November 2022		
Team ID	PNT2022TMID18231		
Project Name	Project - Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies		
Maximum Marks	4 Marks		

CUSTOMER JOURNEY:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	To detect the damage of the vehicle	Predict the Easy to Estimate Claims the cost for International Easy to Estimate Sensing to the Cost of	Analysis the accorate core of vehicle vehicle consist of damage or damage vehicle	to human the east introduce cast of the east case of the east case of the case
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Need a Detection of damage surveillance occurrence	To help cope with claims a survival by time reading leakage insurance managing managing	trust this light I don't fiddle can help me legicle by with per my job how others unfamiliar docs do it controls	Utilize the videos cast based cast based on the photos damage
Touchpoint What part of the service do they interact with?	Through Insurance companies	Vehicle Insurance Model Details	Benefits are Easy may to dialms the night appreach insurance	Predict exact con- insurance con- claim che danage occurred
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	•	®	2	89
Backstage				
Opportunities What could we improve or introduce?	Accuracy will be high.	camera quality will be	Deduction will be more	Time efficient
Process ownership Who is in the lead on this?	Car Owner	Insurance Companies	Insurance Companies	Car Owner miro