

experience Journey map

Team iD: PNT2022TMID35960

Project:

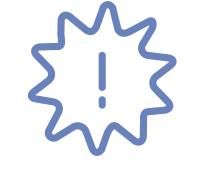
Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies

Created in partnership with



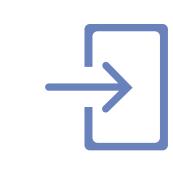
SCENARIO

Cost estimation for insurance and Area of car damage identification



Entice

How does someone initially become aware of this process?



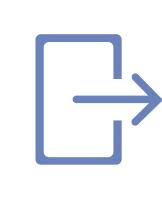
Enter

What do people experience as they begin the process?



Engage

In the core moments in the process, what happens?



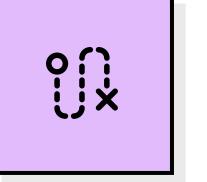
Exit

What do people typically experience as the process finishes?



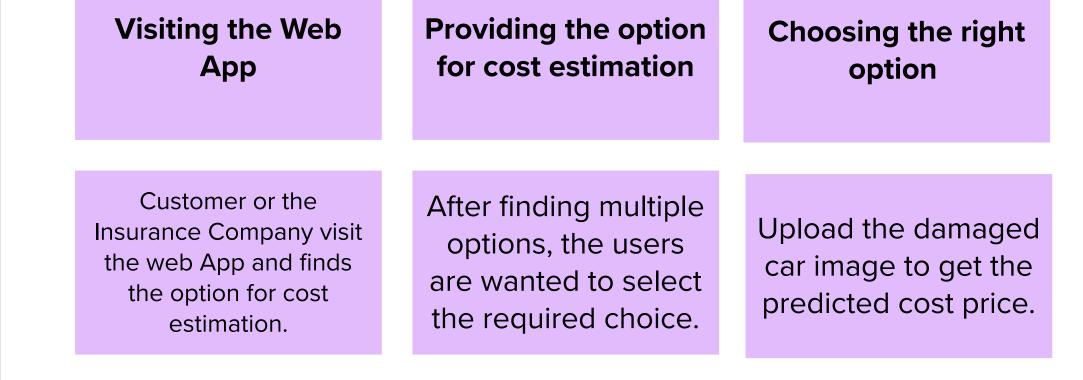
Extend

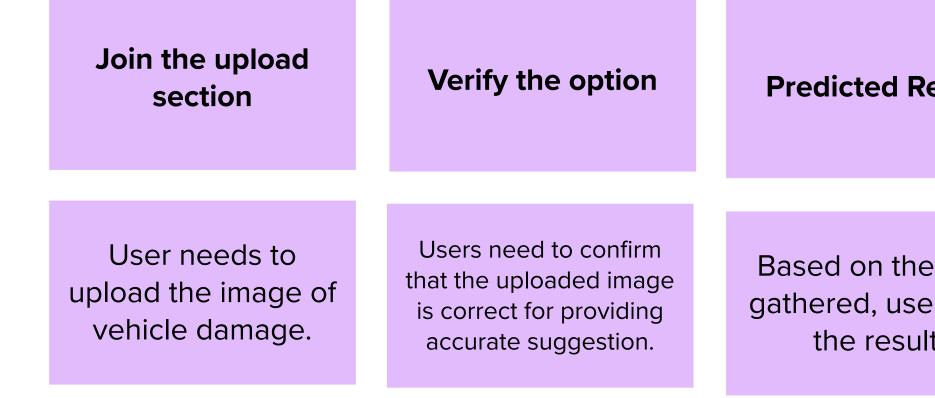
What happens after the experience is over?

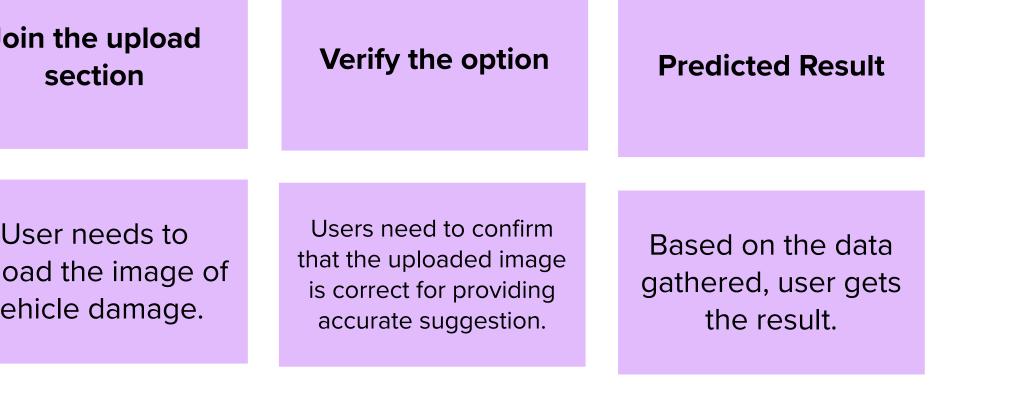


Steps

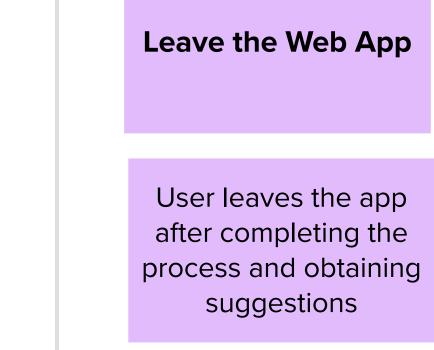
What does the person (or group) typically experience?

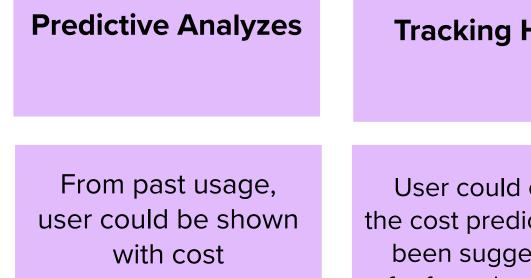


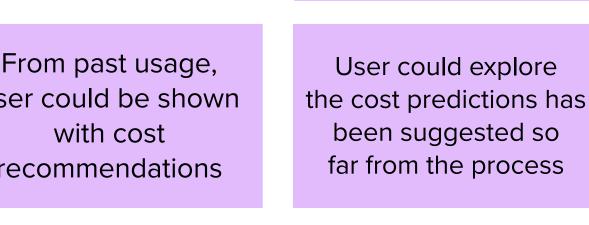










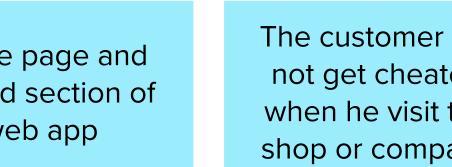


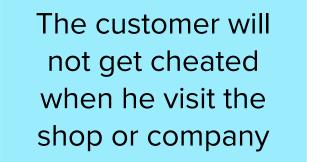


Interactions

What interactions do they have at each step along the way?

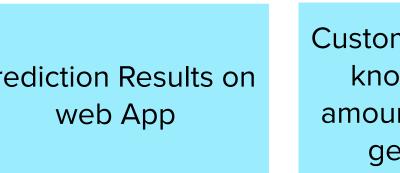
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?

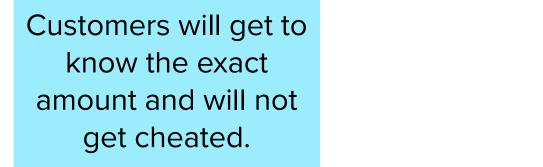




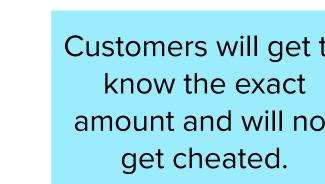


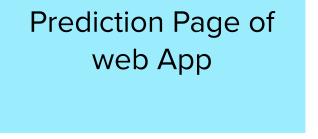


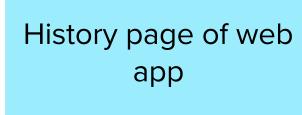


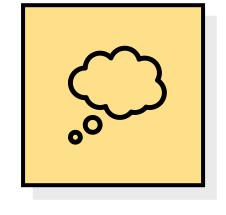












Goals & motivations

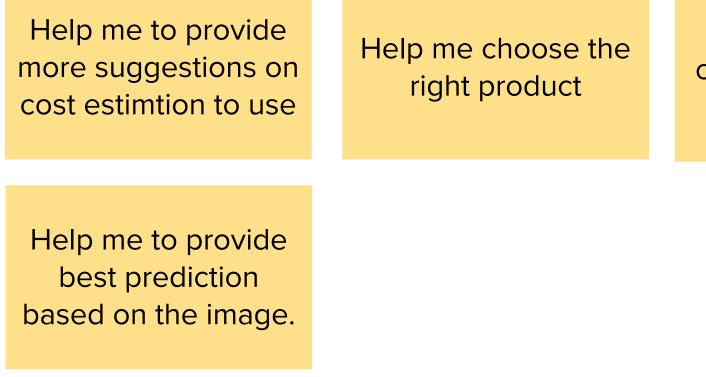
Positive moments

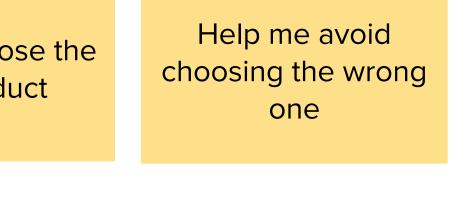
find enjoyable, productive, fun,

What steps does a typical person

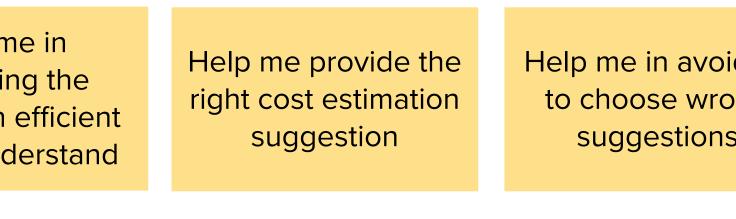
motivating, delightful, or exciting?

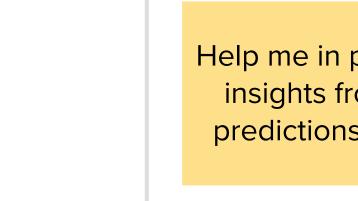
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

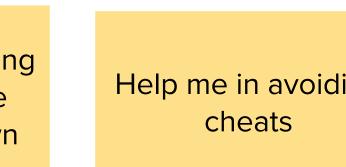


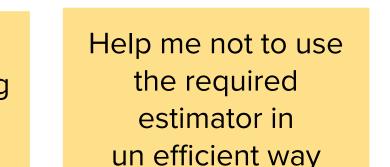










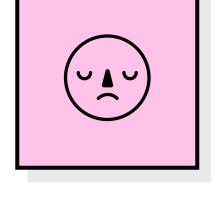


Help me in recommending better estimates.



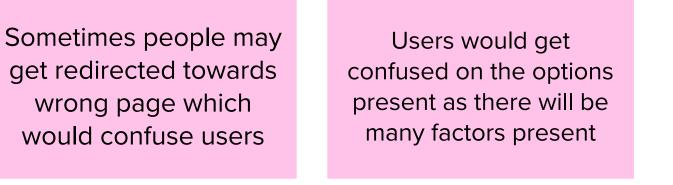


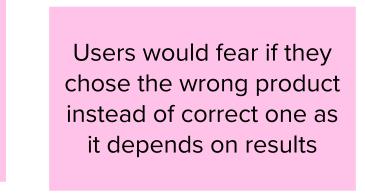
to do

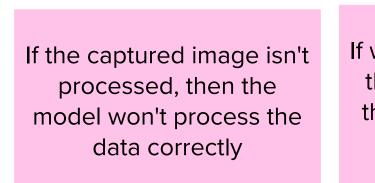


Negative moments

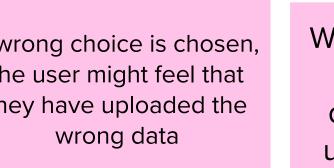
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



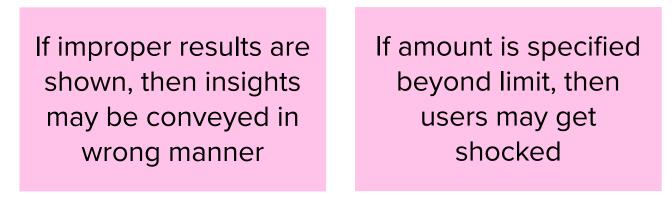




Intrigued, Curious about the process behind it





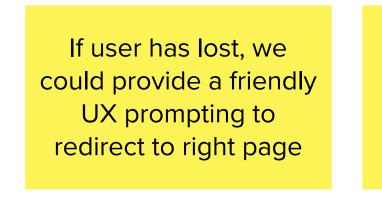


User may be confused if wrong results are shown which may cause a bad impression on using the app

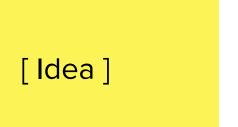


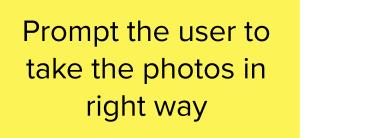
Areas of opportunity

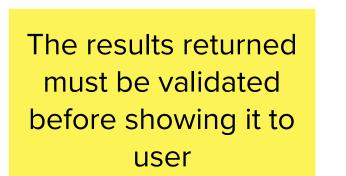
How might we make each step better? What ideas do we have? What have others suggested?



variety of choices to choose from









Results must be accurate to user such that the UX will be improved to drive the user in using the app further

Feedback provided will help to improvise the interface or application.

