Project Design Phase-II Customer Journey

Date	03 October 2022		
Team ID	PNT2022TMID30128		
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 fir damage	Analysis the accurate accurate vehicle vehicle should damage	Sto human It predicts forcase the east inscreed cast of the cast claims damage calms
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 Continuous damage Serveillance occurrence	To help cope with claims Trusted by time reading insurance manuals	trust the lgst don't fiddle can help me lessified by with pet my job how others unfamiliar don't do it controls	Utilize the videos cust based cash than photos damage
Touchpoint What part of the service do they interact with?	Through Insurance companies	Vehicle Insurance Model Details	Benefits are Easy claims the high appreach insurance	Predict caust insurance conting to claim the damage occurred
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	₩	?	2	9
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	Insurfance Companies	Car Owner miro