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 Estimate cost for damage Easy to claims the insurance	Analysis the accurate cost of damage on vehicle vehicle	No human Intervention needed It predicts the exact cost of the damage Instant insurance claims
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 Continuous Surveillance Coccurrence	To help cope with claims leakage Trusted by insurance insurance I don't waste time reading manuals	I trust this can help me get my job how others done l get inspired by with unfamiliar controls	Utilize the videos cost based rather than on the 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 approach insurance	Insurance cost according to the damage occurred
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions				
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