

Project Design Phase-II

Customer Journey Map

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Team ID	PNT2022TMID1238
Project Name	Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies.

User journey

by the Design Team of Accenture Interactive NL



Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [Learn more](#)

Phases	Requirements needs		Image collection	Image processing and segmentation	Cost estimation
Steps	Online claim submission	Auto check and cost estimation	Automated document workflow guided by Deep learning Insurance payment	Person whose vehicle experienced some accident or damage in vehicle	A customer with valid insurance policy claim
Feelings	Estimated cost varies frequently	Received their insurance claims at an instant	Technologies advancement in the field of predictions and estimation	Use fast processing algorithm for functionality	Customer wanting to be independent without falling into false traps
	Delay in insurance claim	Slow processing algorithm using detect the damage	Time consumption in assessing the damage cost and damage percentage	Failed to provide perfect value for damage by the insurance companies	Improper images or blurred images might affect the accurate performance of the application
Pain points	Need for new technology	Undocumented process	Conflict requirement	Collecting of dataset can be expensive. The large dataset can least to more time to obtain the result. Sometimes incorrect may be a problem	It still has a high requirement for data. Good quality needed for all. To estimate the cost of vehicle is not a easy process
Opportunities	Higher level requirements	Lower cost of development	More benefits measures	Predict the region of damage with respect to the vehicle	Interactive and user-friendly solution to make it easily accessible for the user

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