

# Project Design Phase-2

## Customer Journey Map






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Team ID	PNT2022TMID31631
Project Name	Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies
Maximum Marks	4 Marks



# User Journey

by the Design Team of Accenture Interactive NL

Customers,problems,goal,Motivation,steps,Interaction,positive,Negative oppurtunity and also have explain the moment so they developed customer journey affected and maintain problems focus in this stage.

<div>1 Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Requirement needs</div>	<div>Image Collection</div>	<div>Image preprocessing and segmentation</div>	<div>Cost Estimation</div>
<div>2 Steps</div> <div>Detailed actions your user has to perform</div>	<div>Selection of Parameter</div> <div>Selection of methods of predict</div> <div>Estimation and Accuracy</div>	<div>Capture the image of the damage vehicle and check the damage is visible in image.</div> <div>Upload the image through the internet.</div> <div>Select the method of damage prediction and estimation of cost</div>	<div>Measurement of damage level in vehicle by using image detection algorithms.</div> <div>The unnecessary image will be rejected.</div> <div>The image is processed and analysed the information and interpreted the result.</div>	<div>Finally the damage is predicted and the cost is estimated of damage vehicle.</div> <div>It will estimate by using the advanced artificial intelligence algorithms.</div>
<div>3 Feelings</div> <div>What your user might be thinking and feeling at the moment</div>	<div>Excited.</div> <div>Work on a parameter.</div> <div>Easy to collect.</div> <div></div>	<div>Capturing images on the spot and obtaining various angles of he damage gives the user confidence in the potential outcome.</div> <div></div>	<div>The image will be classified based on the various damage scenarios in the datasets.</div> <div></div>	<div>This will reduce the need for the manual automaton resulting in significant cost savings.</div> <div></div>
<div></div>	<div>Less unused feature</div> <div>Less development rework</div> <div>Some defects may occur</div>	<div>High specificity for target data.</div> <div>Detection limits below regulatory trigger criteria.</div> <div>The reasonable throughput for image collection is more quantity is difficult</div>	<div>Diffucult to manage overtime and with large datasets.</div> <div>Require an operation to submit data, sometimes its configuration is required.</div>	<div>Usually feasible under exchange grants to a final estimated cost.</div> <div>However, it is diffucult to get the desire outcome.</div>
<div>4 Pain points</div> <div>Problems your user runs into</div>	<div>Undocumented process</div> <div>Conflict Requirement</div> <div>Need of New Technologies</div>	<div>Lack of technology and human resource occur sometimes.</div> <div>One of the problems is the technical difficulties.</div> <div>Sometimes it results in service denial.</div>	<div>Collecting of dataset can be expensive.</div> <div>The large dataset can least too more time to obtain the results.</div> <div>Sometimes incorrect maybe an problem.</div>	<div>It still has a high require data.</div> <div>Good quality needed for all to estimated the cost of vehicle is not a essay process.</div>
<div>5 Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	<div>Lower cost of development</div> <div>Higher level of requirements</div> <div>More beneficial Measures</div>	<div>Image detection increase the efficiency.</div> <div>It provide much quicker and accurate result.</div>	<div>Appropriate image detection gives an excellent output.</div> <div>Then it is easy to verify the parameters and can estimates the cost of damage vehicle</div>	<div>Making decisions based on facts is made possible by using data, and the process is also speed up by making it easier to communicate predictions.</div> <div>Additionally, it has the benefit of making future results verification simpler.</div>