# **LITERATURE SURVEY**

**INTELLIGENT VEHICLE DAMAGE ASSESMENT AND COST ESTIMATOR FOR INSURANCE COMPANIES**

WHAT IS AI?

The theory and development of computer systems able to perform tasks normally requiring human intelligence ,such as visual perception speech recognition and translation between languages.

IMPACT OF AI IN INSURANCE

Artificial intelligence is driving significant change in business and insurance by :

* Improving speed at which tasks can be carried out
* Optimizing the service or next best action
* Proving new insights
* Fundamentally changing how they operate

DEVELOPING AN AI STRATEGY :

DATA

AI is built with data and is data centric .there are two aspects to AI solutions;

* Build your AI
* Deployment of the AI

SKILLS

Building and deploying an AI application include :

* A data domain expert
* A data scientist
* A developer /deployer
* A business analyst

CULTURE AND ADOPTION

As evidenced in the KDN mention earlier ,many data scientist and data

adopted open source . IBM system have tooling to accelerate deep learning and machine learning .power AI Vision is a point and click solution for developing image classification and object detection models and has been referenced in some of use cases in this document .its capabilities include automatic image pre processing ,data argumentation for better accuracy ,automatic labeling for rapidly building data sets and using transfer learning accelerate training times with high model accuracy and includes tooling to deploy models on a device or as a local .

Use cases :

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| BUSSINESS SEGMENT | APPLICATINS OF AI | CURRENT TECHNIQUES |
| New  Business/under writting | Scoring ,chatbots | Case based reasoning ,rules, ML,  NLP |
| claims | Validation ,NLP, scoring, scene, understanding | Case based reasoning ,rules, ML, NLP, SVM |
| Product development | Learning from diverse modalities of data | Mostly text and NLP |
| Policy servicing | Customer service ,next best action | Describe analytics |
| Customer experience | Personnel lines for crosssell, upsell | Various ML, NLP |
| actuarial | Add protective power to computational models | Currently being investigated |

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SOLUTIONS

* PREVETIVE BEHAVIORAL ANALYTICS USED FOR FRAUD PREVENTION

The predictive behavioral analytics fraud software available creates a 360 degree view of the customer .With technology like BEHAVIORAL INTELLIGENCE ,which utilizes predictive behavioral analytics ,companies can shift from reactive approaches to protective approaches eliminating the risk before its come costly Behavioral Intelligence is the leading AI predictive risk software available toady.

* BEHAVIORAL BIOMETRICS

The digital persona of an applicant ca very dramatically. AI fraud prevention software helps establish a system of online authentication with a unique “digital identity”of customer based on past behavior or their digital footprint. This is very beneficial when looking to prevent account takeovers . schemes ,and fraud prevention.

* USING AI FOR CONTINUOS REVIEW

A standalone assessment rarely gives a true picture of an applicant .

With that ,insurance carriers have taken to a system of continuous review and rescore using predictive analytics and AI.

This helps un cover patterns and anomalies for fraud detection and triggers red flags for appropriate action.

Adopting a layered data-driven is crucial for maintaining strict security measures.

BOTTOMLINE

NOT only can it have a major impact on a company’s bottom line ,but if done correctly ,can also increase the customer experience ,reduce false positives ,and help companies convert more genuine customers.

REFERANCES:

Knowledgeable and provided us with a comprehensive overview of current and future plans for IBM power AI vision ,the IBM power system and click solution for building image object and categorize deep learning modules.

Ploy Buraparate [ploybura@uss.ibm](mailto:ploybura@uss.ibm) .com: ploy gave us a brilliant tour of the Austin design studio!