Project Title: Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies

Project Design Phase-I - Solution Fit Template

Team ID: PNT2022TMID48764

Define CS, fit into CC

1. CUSTOMER SEGMENT(S) `CS`

- ✓ Insurance companies
- ✓ Vehicle owner
- ✓ Car companies
- ✓ General Public

6. CUSTOMER CONSTRAINTS `C`

- ✓ Anxiety:
  - Customer concern about the level of the damaged parts.
  - customer concern also about the fixing of the damaged parts.
- ✓ Trust Problem:
  - Trust issues about insurance companies, give the fake information about the estimation cost.
  - modify damage part for ensuring profit for the company from user.

5. AVAILABLE SOLUTIONS `AS`

- ✓ Collecting the information about the damage from customer side and providing a damage assessment for the vehicle companies to understand the level of damage and cost estimation.
- ✓ Searching and get the knowledge through online website to get the insight about the damage.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

- ✓ Deliver a good prediction system to predict the level of damage.
- ✓ Analyze the damage part and giving good cost estimation for customer satisfaction and support system.

9. PROBLEM ROOT CAUSE `RC`

- ✓ Not proper maintenance and records related to the vehicle and accident.
- ✓ Lack of Proper knowledge about the estimation cost.
- ✓ Not have the knowledge of the level of damage in the vehicle.

7. BEHAVIOUR `BE`

- ✓ Inefficient to predict the level of damage and analysis the cost for the damage.
- ✓ The user does not know or unaware about the process to deal with the damage parts of the vehicle.

Focus on J&P, tap into BE, understand RC

3. TRIGGERS `TR`

- ✓ Well known way to get good prediction and analysis the level, cost for the damaged part of the vehicle.
- ✓ Getting help of closest people to identify the

10. YOUR SOLUTION `SL`

- ✓ First step is to collect the images of the damaged parts of the vehicle and the preprocessing the images to identify the severity and the location of damage.

8. CHANNELS of BEHAVIOUR `CH`

- ✓ **ONLINE**
  - Online Websites

level of the damaged part.

	✓ Second step the prediction system will predict the level of damage.	• Social Media Platforms • Mobile Application

	✓ VGG16 model estimate the cost for the damage in the vehicle.	✓ **OFFLINE**
		  • Customer throw Words
		  • Anxiety and Unawareness
		  • Trust issues

4. EMOTIONS: BEFORE / AFTER   EM
 	
✓ **Before:**
  ↓ Not having the proper knowledge, Improper maintenance.
  ↓ Unawareness about the level of damage and difficulty in estimating the cost for damages.
 	
✓ **After:**
  ↓ Good knowledge about the vehicle parts.
  ↓ Efficient prediction system giving the correct level of damage		