

Ideation Phase

Define the Problem Statements

Date	25 OCTOBER 2022
Team ID	PNT2022TMID40066
Project Name	AI Based Discourse for vehical damage insurance
Maximum Marks	2 Marks

. **Quality of Service-** The aim of this work is to identify and analyse the factors (areas) determining the level of service provision in the business insurance market in the opinions of customers using the AUTOCASCO (comprehensive car insurance) insurance, by means of the Servqual method. The research tool used by the authors is a questionnaire. Based on the above aim, the thesis is formed that the insurance service quality is determined by certain factors, connected with the promptness of response to customer needs.

IDEATION PHASE:



