INTELLIGENT VEHICLE DAMAGE ASSESSMENT AND COST ESTIMATOR FOR INSURANCE COMPANIES
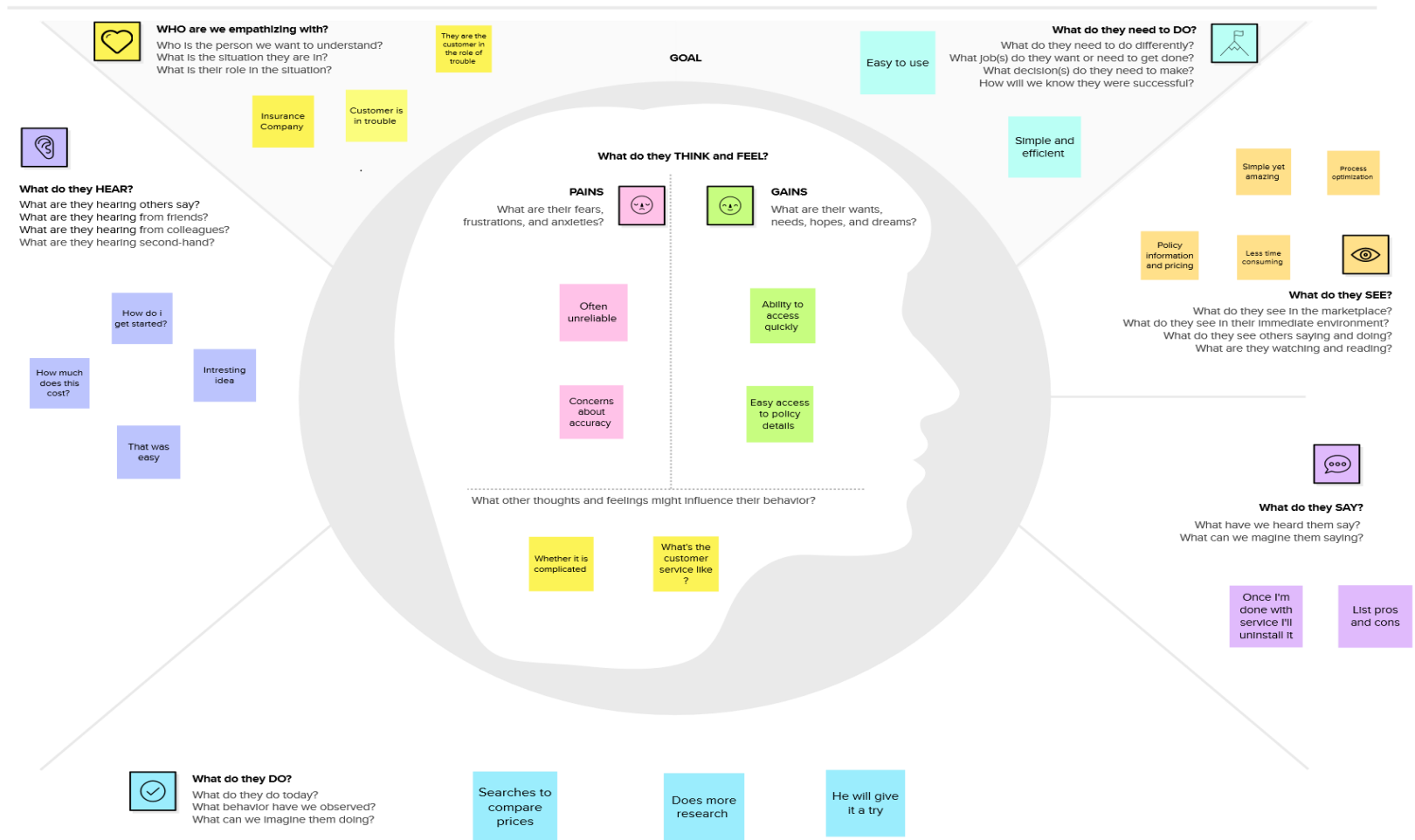
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PROBLEM STATEMENT

Title : Intelligent vehicle damage assessment & cost estimator for insurance companies.

In this project, based on the demand of automobile insurance claims and intelligent transportation, combined with abundant basic data and advanced machine vision algorithm.

An intelligent damage determination system of 'Artificial Intelligence + Vehicle Insurance' is constructed.

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WHO are we empathizing with?

Who is the person we want to understand?
What is the situation they are in?
What is their role in the situation?

They are the customer in the role of trouble

Insurance Company

Customer is in trouble

GOAL

Easy to use

What do they need to DO?

What do they need to do differently?
What job(s) do they want or need to get done?
What decision(s) do they need to make?
How will we know they were successful?

Simple and efficient

Simple yet amazing

Process optimization

What do they HEAR?

What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?

What do they THINK and FEEL?

PAINS
What are their fears, frustrations, and anxieties?

GAINS
What are their wants, needs, hopes, and dreams?

Policy information and pricing

Less time consuming

What do they SEE?

What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?

How do i get started?

How much does this cost?

Intresting idea

That was easy

Often unreliable

Ability to access quickly

Concerns about accuracy

Easy access to policy details

What other thoughts and feelings might influence their behavior?

Whether it is complicated

What's the customer service like?

What do they SAY?

What have we heard them say?
What can we imagine them saying?

Once I'm done with service I'll uninstall it

List pros and cons

What do they DO?

What do they do today?
What behavior have we observed?
What can we imagine them doing?

Searches to compare prices

Does more research

He will give it a try

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THANK YOU