Project Title: Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies
Project Design Phase-I - Solution Fit Template   Team ID: PNT2022TMID25741

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

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

level of the damaged part.

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

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.

- ✓ Second step the prediction system will predict the level of damage.

- ✓ VGG16 model estimate the cost for the damage in the vehicle.

8. CHANNELS of BEHAVIOUR

- ✓ **ONLINE**
  - Online Websites

  - Social Media Platforms
  - Mobile Application

- ✓ **OFFLINE**
  - Customer throw Words
  - Anxiety and Unawareness
  - Trust issues