

# Project Design Phase-II

## Customer Journey Map

Date	18 November 2022
Team ID	PNT2022TMID45779
Project	Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies

### User journey

by the Design Team of Accenture Interactive NL



People  
2-9



Time  
30 min



Difficulty  
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [P](#)

Phases	Requirements needs	Image collection	Image preprocessing and segmentation	Cost Estimation
High-level steps your user needs to accomplish from start to finish				
Steps	Selection of Parameter	Selection of methods to predict	Estimation and Accuracy	
Detailed actions your user has to perform		Capture the image of the damage vehicle and check the damage is visible in image. Upload the image through the internet. Select the method of damage prediction and estimation of cost.	Measurement of damage level in vehicle by using image detection algorithms. The unnecessary images will be rejected. This image is processed analysed the information and interpret result	Finally the damage is predicted and the cost is estimated of damage vehicle. It will estimate by using the advanced artificial .intelligence algorithms.
Feelings	  			
What your user might be thinking and feeling at the moment.	Less unused features	Less development rework	Some defects may occur	
Pain points	Undocumented process	Conflict Requirement	Need of new technologies	
Problems your user runs into		Lack of technology and human resources occur sometimes. Technical hurdles is one of the pain point. Sometimes it lead to denial of services	Collecting of dataset can be expensive. The large dataset can least to more time to obtain the result. Sometime incorrect may be an problem.	It still has a high require data. Good quality needed for all. To estimate the cost of vehicle is not a easy process.
Opportunities	Lower cost of development	Higher level of requirements	More beneficial Measures.	
Potential improvements or enhancements to the experience		Image detection increase the efficiency. It provides much quicker and accurate result.	Appropriate image detection gives an excellent output. Then it is easy to verify the parameters and can estimates the cost of damage vehicle.	The utilization of data in decision making allows us to make decisions based on evidence, and also speed up the things by making it easier to share the prediction. It also has the advantage of making it easier to verify the result in future.

Share your feedback

© 2022 Accenture Interactive NL. All rights reserved.

Accenture Interactive

