












TEAM LEADER:
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Intelligent Vehicle Damage Assessment & Cost Estimator for Insurance Companies

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Search the Insurance Company</div><div>Choose the Insurance company</div><div>most customer discover insurance company which has this technology</div><div>customer navigate to the website of insurance company which has this technology</div></div>	<div><div>Start Purchase of the Insurance</div><div>complete the payment information</div><div>Payment Confirmation E-Mail</div><div>After deciding to purchase this insurance they click the purchase button</div><div>They fill out the car number, contact details etc. and select the payment option then click on pay</div><div>as E-mail sent to them to confirm the insurance and payment</div></div>	<div><div>Register to claim insurance</div><div>Meet the agent</div><div>Take the to the company</div><div>Proceed for the AI Scanner</div><div>The AI Scanner Detect the damages</div><div>It Estimate The claimable Amount</div><div>The Estimated Amount is Shown to customer</div><div>Customer need to register for claiming insurance in the webpage of insurance company</div><div>customer should meet or call to the insurance agent for further process details</div><div>customer need to bring the car where the insurance agent said to bring</div><div>customer must allow the car to scan with AI Scanner</div><div>now the customer knows what are the damages occurs in their car</div><div>they also knows the estimation amount to repair that damages</div><div>finally the customer apply to claim the estimated insurance amount</div></div>	<div><div>Providing The Amount</div><div>Repairing the Car</div><div>the insurance officer provided the estimated amount to the customer</div><div>by using the amount the customer repair their car</div></div>	<div><div>remind when insurance is going to end</div><div>Shows the offers</div><div>we send a reminder message to the customer to pay the insurance amount</div><div>we shows what are the best offers are available to pay the insurance</div></div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div>people see their neighbour who benefits by this technology</div><div>They see more details about the insurance company in the webpage using android/ios/windows</div><div>customer saw the location of the insurance company</div></div>	<div><div>enquiry the insurance officer about the insurance plans</div><div>Pay the insurance amount through online using ios/ android/windows</div><div>Customer saw the office of the insurance company</div></div>	<div><div>Meet or call to the insurance officer to register the complaints</div><div>Ask the location to bring the car to estimate the damage</div><div>The AI Scanner estimate the insurance amount by calculate the amount of damage</div></div>	<div><div>the insurance officer provided the estimated amount to the customer</div><div>The confirmation of the insurance claim is sent to the customer mail</div><div>The Amount should be given as cash or directly send to the customer account</div></div>	<div><div>officer should check if the estimated amount was enough to repair the car</div><div>company should send a reminder when the insurance is going to expire</div><div>customer should give the car in the right place to repair</div></div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>Help me to find a good insurance company</div><div>Help me to locate them</div></div>	<div><div>Help me to select the correct insurance plan</div><div>Help me to pay the insurance amount</div></div>	<div><div>Help me to contact the insurance officer</div><div>Help me to find the place where they Scan the car</div><div>Help me to find the estimated amount</div></div>	<div><div>Help me to get the estimated insurance amount</div><div>Help me to get the acknowledgement receipt</div></div>	<div><div>Help to find the deadline to pay the insurance amount</div><div>Help me to select the good offer</div></div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>It's useful to see all different insurance options</div><div>It's easier to get the information from the company webpage</div></div>	<div><div>It's easier to select insurance plans from the list</div><div>It's easier to pay the insurance amount via online</div></div>	<div><div>It's useful to contact the officer directly</div><div>It's easier to know where we bring the car to Scan</div><div>It's more simple that the car damage and insurance amount are estimated by the Scanner</div></div>	<div><div>It's easier to get the estimated insurance amount</div><div>It's trustful by receiving the bill in mail quickly</div></div>	<div><div>It is useful that they send the remainder mail to pay the insurance amount</div><div>It's useful that they send the offers in their insurance plans</div></div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>It's a little bit of confusion when comparing all the plans</div><div>Face some difficulty to get the particular information from the webpage</div></div>	<div><div>It causes difficulty to some non-educated vehicle owners</div><div>It felt some fear in this field</div></div>	<div><div>Some time the officer didn't know the mother tongue of the customer; it's difficult to speak</div><div>It's difficult when the scanning location is far from the customer's location</div><div>When the scanners are malfunctioned, then the customer faces the difficulty</div></div>	<div><div>It makes harder when the customer didn't satisfy by the estimated amount</div><div>It's make difficult when the bill didn't print in the customer's understood language</div></div>	<div><div>Some times the continuous notification irritates the customer</div><div>It's difficult when the customer didn't satisfy by the offers</div></div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>The plans are separated depends on the amount</div><div>The important information is shown in the home screen of the webpage</div></div>	<div><div>Insurance list are shown in the mother language</div><div>Reducing the complication in the payment process</div></div>	<div><div>Appointing officers must know the mother tongue of the customer</div><div>If the scanning place is far from the customer, then the company help to transport the vehicle</div><div>Checking the Scanner every time before we go to Scan</div></div>	<div><div>If the customer didn't satisfy, then explain in detail</div><div>Always print the bills in the mother tongue</div></div>	<div><div>Send the limited remainder message</div><div>Always fix the offer to satisfy most of the customer</div></div>