

# PROBLEM SOLUTION FIT

Date	30 September 2022
Team ID	PNT2022TMID01018
Project Name	Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies

## Problem-Solution fit canvas 2.0

Purpose / Vision

Define CS, fit into CC	<b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span>  Drivers <b>aged between 25 and 65</b> are the most common age group of customers for car insurance.	<b>6. CUSTOMER CONSTRAINTS</b> <span>CC</span>  Customers may feel that our website is <b>not trustworthy</b> due to some other scam websites.	<b>5. AVAILABLE SOLUTIONS</b> <span>AS</span>  ➤ Just by sending the image of damaged car to our website, customer gets the details of amount to be claimed <b>in a minute</b> rather than days if it is inspected visually. ➤ There won't be any claims leakage problems.	Explore AS, differentiate
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <span>J&amp;P</span>  Customers limit themselves from claiming insurance for minor damages because of <b>claims leakage</b> (Difference between the final settled amount paid out by an insurer, and the amount that they could've paid had the claims process been more efficient)	<b>9. PROBLEM ROOT/CAUSE</b> <span>RC</span>  ➤ The real problem arises when the customer has severe damage on the car and they get <b>minimum amount</b> than expected. ➤ Since many people are involved at various stages of a claim, there is lack of visibility which makes the process to <b>slow</b> down and <b>over-complicated</b> at different stages.	<b>7. BEHAVIOUR</b> <span>BE</span>  Whenever the customer has damage on the car, they meet the insurer and apply for claim amount. As this process is time consuming, the customers search for car insurance websites to claim the amount. They upload the image of damaged car and get the details of claim amount within fraction of seconds.	
Identify strong TR & EM	<b>3. TRIGGERS</b> <span>TR</span>  Being <b>transparent</b> to the customers by not making any false guarantees	<b>10. YOUR SOLUTION</b> <span>SL</span>  The aim of this project is to estimate the cost of damaged car accurately by detecting the area of damage, categorizing the damage with precision in a fast and intelligent manner. It can be used by insurance companies for faster processing of claims if users can upload pictures.	<b>8. CHANNELS of BEHAVIOUR</b> <span>CH</span> <b>8.1 ONLINE</b>  ➤ Select the model of the damaged car ➤ Select the city where you live. ➤ Upload the image of damaged car.  <b>8.2 OFFLINE</b>  ➤ Meeting the insurer ➤ Filling application forms ➤ Submitting the required documents	Extract online & offline CH of BE
	<b>4. EMOTIONS: BEFORE / AFTER</b> <span>EM</span>  We should prove that our website is better than others by providing good customer support, gaining the customer trust and provide customer satisfaction.			