DATE:	15 OCTOBER 2022
PROJECT ID:	PNT2022TMID08394
PROJECT NAME:	INTELLIGENT VEHICLE DAMAGE ASSESSMENT AND COST ESTIMATOR FOR INSURANCE COMPANIES

## **CUSTOMER JOURNEY:**

Journey Steps Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	<b>Sharing</b> Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	To detect the damage of the vehicle	Product the Easy to Estimate cost for demands demand the demands demands	Analysis the accurate control of	No human II predicts between the each control cast of the cache cannot dame dame.
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Need a Detection of damage Continuous share occurrence	To help cope and factors and f	I thrust this Eget I don't fiddle can help me proposed by get my job how whether unfamiliar done do it controls	Utilize the videos cost based rather than sheets damage
Touchpoint What part of the service do they interact with?	Through Investment companies	Vehicle Insurance Model Details	Benefits are Easy disment the high approach insurance	Profes exact cast features cast cast cast cast cast cast cast cas
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	8	2	<b>2</b>	55
Backstage				
Opportunities What could we improve or introduce?	Accuracy will be high.	camera quality will be	Deduction will be more	Time efficient
Process ownership Who is in the lead on this?	Car Owner	Insurance Companies	Insurance Companies	Car Owner miro