

Define CS, fit into CC

Focus on J&P, tap into BE, understand RC

1. CUSTOMER SEGMENT(

- Common people
- Car companies
- Insurance companies
- Vehicle owner

2. JOBS-TO-BE-DONE /a PROBLEMS

- Analyze the damage part and giving good cost estimation for customer satisfy and support system
- Provide the good prediction system to predict the level of damage and modify the damage parts

6. CUSTOMER

CONSTRAINTS Trust Problem : The insurance companies

Give the fake information about the estimation cost modify damage part of ensuring profit of company from user

Anxiety : Customer concern is the level of severity of the damaged parts and fixing the extent of the damaged parts is also the customer concern.

9. PROBLEM ROOT CAUSE

- Unaware about the level of damage
- Proper information about the estimation cost
- Not proper maintenance and accident Something etc.....

5. AVAILABLE SOLUTIONS

By gathering information about the damage assessment from customer side and vehicle companies to understand the level of damage and cost needed to same

Searching the through the internet such as online website get the insight about the damage

7. BEHAVIOUR

The user does not know or is unaware how to deal with the damage part of vehicle

Inefficient to predict the level of damage and analysis to estimate the cost the damaged part this is The behavior

Explore AS, differentiate

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3. TRIGGERS

- Seeking help to identify the level of the damaged part.
- To help people with good prediction and analysis of level and cost for the damaged part of the vehicle.

TR

10. YOUR SOLUTION

- Collecting damaged parts of vehicles and preprocessing them to identify the severity and the location of damage.
- Users will be able to identify the level of damage by the prediction system.
- Using VGG16 Model to train the damaged parts and trying to estimate the cost for the same.

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8. CHANNELS of BEHAVIOR

ONLINE

- Online Websites
- Social Media Platforms

OFFLINE

- Customer throw Words
- Anxiety and Unawareness

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Identify strong TR & EM

4. EMOTIONS: BEFORE / AFTER



- **Before:** Lack of 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 level of damage and analyzing cost for the same.