



Team: 01

My Policy Hub

AN ONLINE INSURANCE MANAGEMENT SYSTEM



Our Team

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Under Guidance Of
Mentor Pavithra Kannan

Overview

- *Introduction*
- *Project Overview*
 - *Key Features*
 - *Tech Stack*
 - *Milestones*
- *Database Schema*
- *Front End Pages*
- *Conclusion*



INTRODUCTION

- 1. Project Overview:** This project is a user-friendly web application designed to streamline insurance management, allowing customers to schedule appointments with agents, access insurance plan information, and manage appointments easily.
- 2. Core Functionalities:** Key features include user authentication, agent availability management, plan information management, an appointment scheduling interface and an admin dashboard for efficient system oversight.
- 3. Outcome:** This project aims to enhance efficiency and customer satisfaction by offering a seamless, accessible platform for managing insurance-related needs.



PROJECT OVERVIEW

KEY FEATURES

- Authentication: Secure access for customers, agents, and administrators.
- Insurance Plan Management: Easy comparison and selection of insurance plans.
- Appointment Scheduling and Agent Selection: Simple tools to manage appointments and connect with agents.
- AI-Powered Health Cost Prediction: Predict potential health charges based on user health data.
- Administrative Tools: Centralized dashboard for managing platform operations.





TECH STACK

FRONT END: JSP, CSS, JavaScript.



BACKEND: JDBC, Servlets, Python.



SERVER: Apache Tomcat.

DATABASE : MySQL.



MACHINE LEARNING MODEL: Random Forest Regressor.

MILESTONES



01

Completed user authentication and registration, and initiated the implementation of agent availability management.



02

Completed agent availability management, fully developed the appointment scheduling interface, and started its backend integration along with other customer features.



03

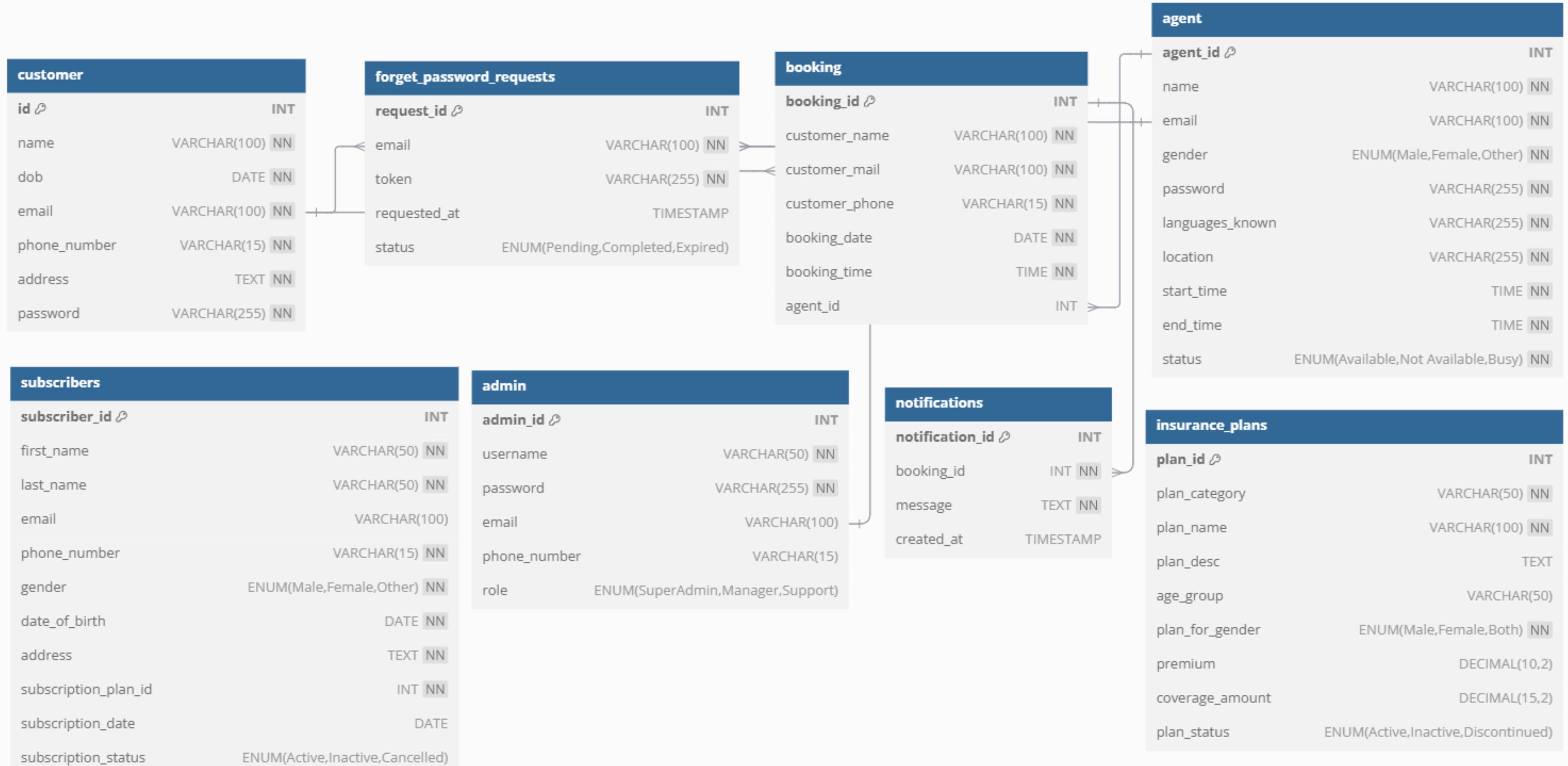
Completed appointment management on the user end, integrated with the backend, and started implementing agent features.



04

Completed agent features and began working on the admin end, with the admin dashboard and AI-powered health cost prediction.

Database Schema



Landing Page

MY POLICY HUB

FEATURES SERVICES PROCESS AGENTS CONTACT REGISTER

Protecting Your Future, Today.

WE SECURE WHAT MATTERS MOST.

CHECK IT OUT

SERVICES PROVIDED

Your Needs, Our Priority ~ Every Service Tailored for You.

Life Insurance Health Insurance Vehicle Insurance

Home Insurance Travel Insurance Business Insurance

BUSINESS INSURANCE

BUSINESS INSURANCE

Business Insurance protects your enterprise from potential risks, including liability claims, property damage, and employee-related issues. With tailored plans for different industries, we help you safeguard your business's future.

Client: Business Insurance
Category: Enterprise Assurance

X CLOSE

MY POLICY HUB

FEATURES SERVICES PROCESS AGENTS CONTACT REGISTER

OUR LEADING AGENTS

Experience the Future of Insurance Management Today.

Agent 1
Health Insurance Agent

[Twitter](#) [Facebook](#) [LinkedIn](#)

Agent 2
Life Insurance Agent

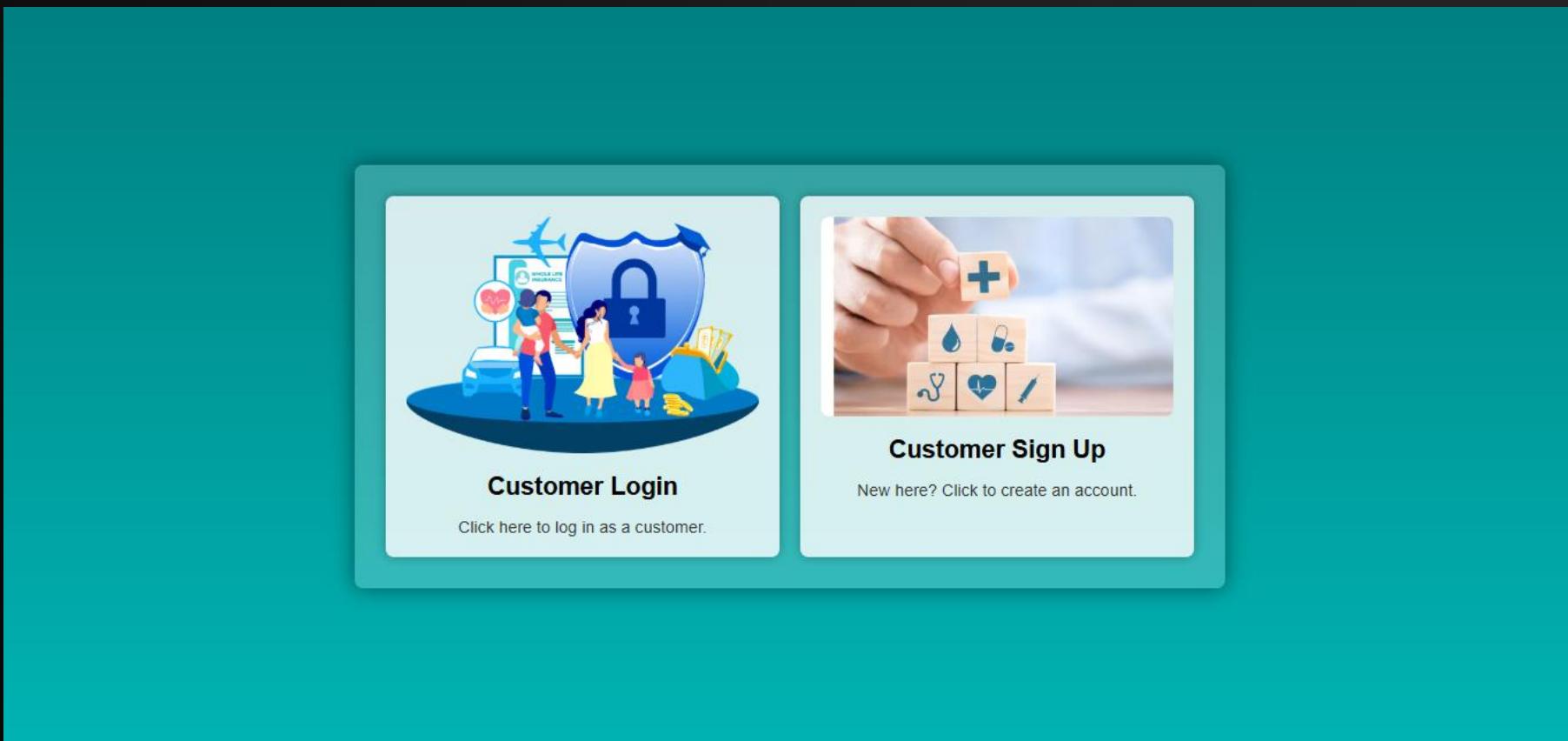
[Twitter](#) [Facebook](#) [LinkedIn](#)

Agent 3
Home Insurance Agent

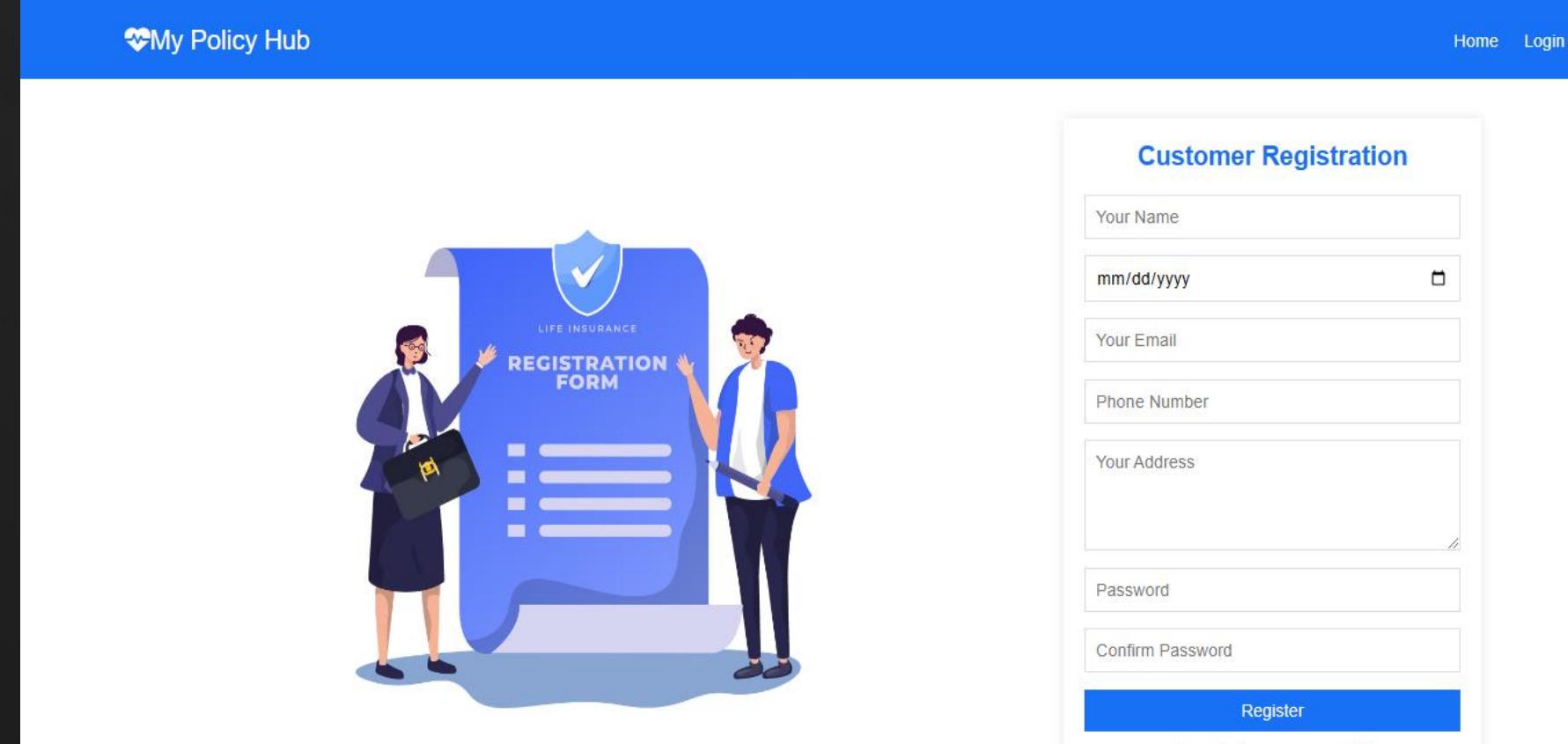
[Twitter](#) [Facebook](#) [LinkedIn](#)

Dedicated to guiding you through tailored insurance solutions that secure your future. Protecting your health,

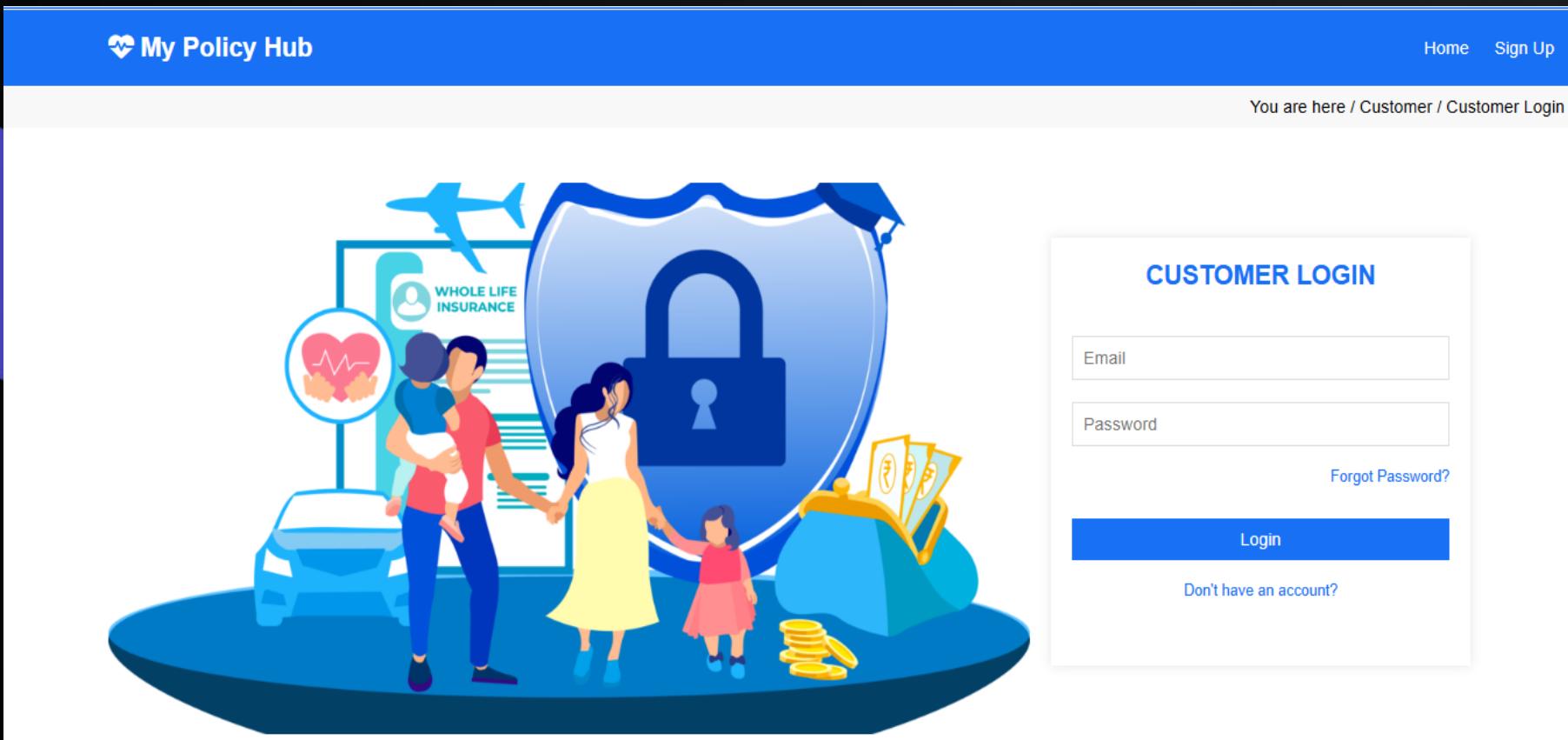
Customer End : Login / Registration



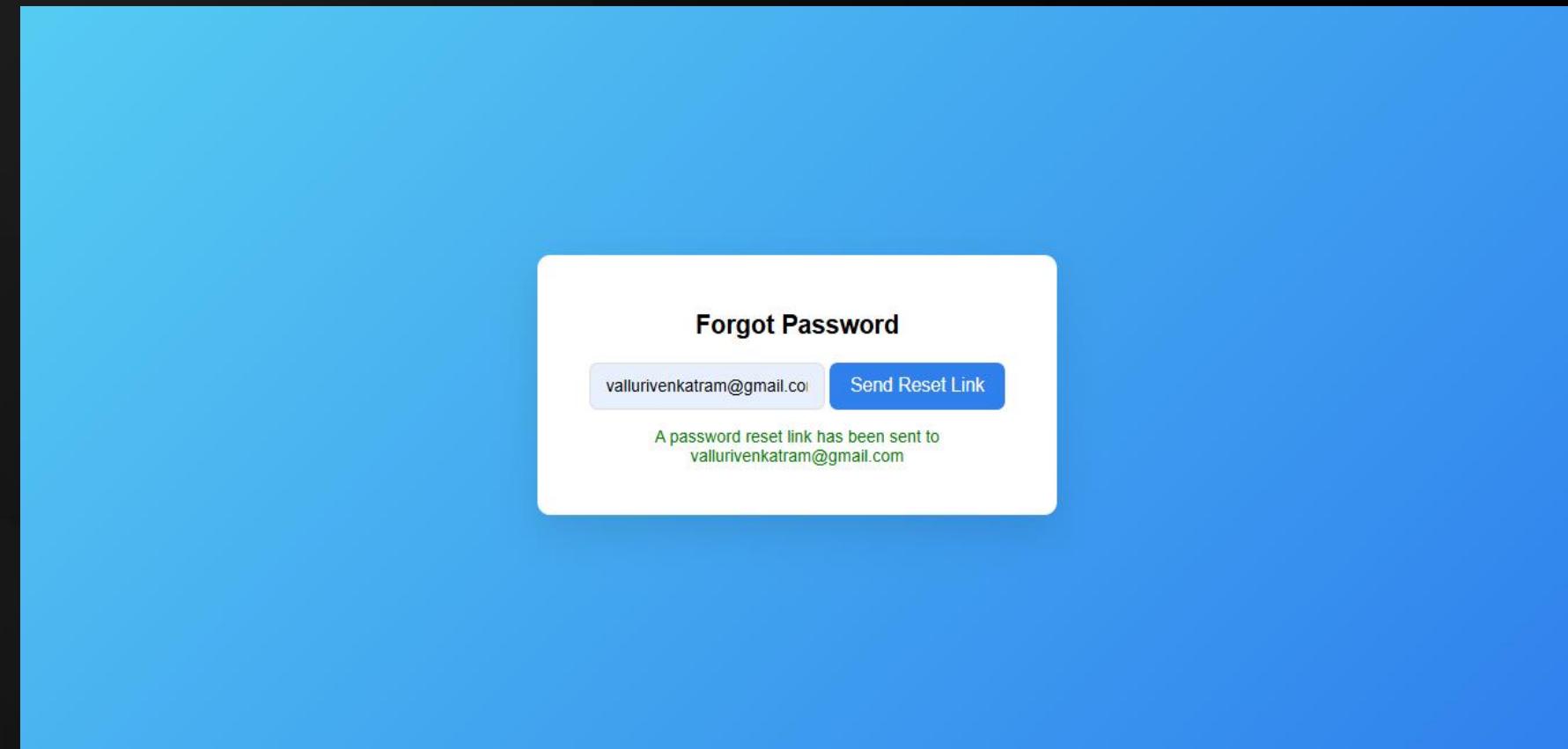
This screenshot shows the customer end login and sign-up interface. It features two main buttons: "Customer Login" on the left with a family icon and "Customer Sign Up" on the right with a medical-themed icon. Below each button is a small descriptive text: "Click here to log in as a customer." and "New here? Click to create an account." respectively.



This screenshot shows the customer registration process. At the top, there's a header with "My Policy Hub" and navigation links for "Home" and "Login". The main area features a large "REGISTRATION FORM" graphic with a shield logo. Two people are shown interacting with it. To the right is a "Customer Registration" form with fields for "Your Name", "mm/dd/yyyy", "Your Email", "Phone Number", "Your Address", "Password", "Confirm Password", and a "Register" button.



This screenshot shows the customer login interface. It includes a top navigation bar with "My Policy Hub", "Home", and "Sign Up" links. Below this is a breadcrumb trail: "You are here / Customer / Customer Login". The main content area features a large illustration of a family (parents and two children) with a car, a plane, and a house, all set against a background of a large blue shield with a padlock. To the right is a "CUSTOMER LOGIN" form with fields for "Email" and "Password", a "Forgot Password?" link, a "Login" button, and a "Don't have an account?" link.



This screenshot shows the forgot password interface. It features a central "Forgot Password" form with an input field for "vallurivenkatram@gmail.com" and a "Send Reset Link" button. Below the form, a message states: "A password reset link has been sent to vallurivenkatram@gmail.com".

Customer End : Home, Services

My Policy Hub

Home View Plans Booking Appointments Contact Help Logout

View Plans

View Agents

Booking

My Appointments



Insurance Services

Home View Plans Booking Appointments Logout



Life Insurance

Policies: 500
Claims: 30

[View Plans](#)



Health Insurance

Policies: 300
Claims: 25

[View Plans](#)



Vehicle Insurance

Policies: 400
Claims: 50

[View Plans](#)



Home Insurance

Policies: 200
Claims: 15

[View Plans](#)

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My Policy Hub

Home View Plans Booking Appointments Logout

Insurance Plans for Life Category

Life Shield Policy

Description: A comprehensive life insurance plan with coverage for accidental death and critical illness.

Tier: Platinum

Age Group: 25-65

Gender: Both

Premium: ₹4000.0

Coverage: ₹1000000.0

Subscribe

Plan Details

Plan Name: Life Shield Policy

Description: A comprehensive life insurance plan with coverage for accidental death and critical illness.

Tier: Platinum

Age Group: 25-65

Gender: Both

Premium: ₹4000.0

Coverage: ₹1000000.0

Customer Details

Full Name:

Email:

Phone Number:

Address:

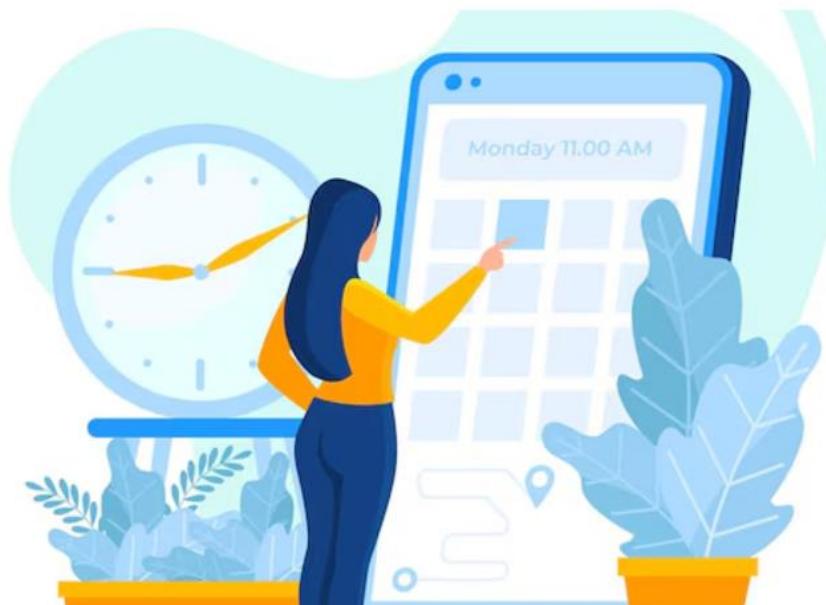
Payment Mode:

Proceed to Pay

Customer End : Appointment Scheduling

My Policy Hub

Home View Plans Booking Appointments Logout



Appointment Booking

Enter your full name
Enter your email
Enter your phone number
mm/dd/yyyy
HH:MM AM
Enter your Agent id (if chosen)
Book Appointment

My Policy Hub

Home View Plans Booking Appointments Logout

View Your Appointments

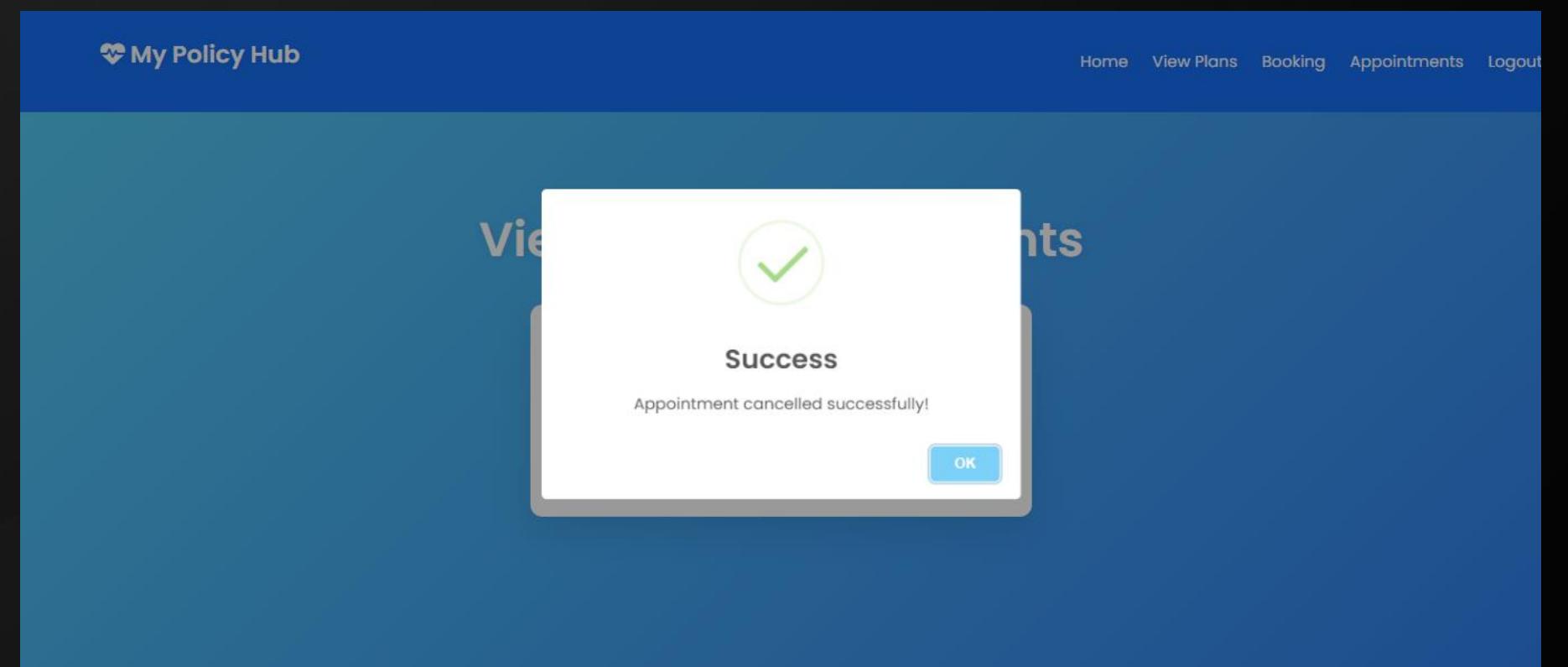
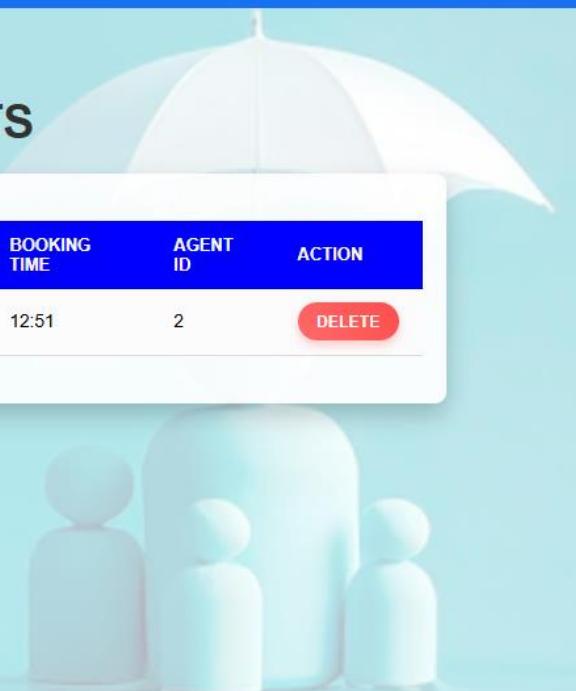
Enter your registered email:
Enter your email
Check Appointments

My Policy Hub

Home View Plans Booking Appointments Logout

BOOKED APPOINTMENTS

BOOKING ID	CUSTOMER NAME	EMAIL	PHONE NUMBER	BOOKING DATE	BOOKING TIME	AGENT ID	ACTION
22	Ram	22501a4464@pvpsit.ac.in	9876543210	2024-11-21	12:51	2	DELETE



Customer End : Agent Availability

Available Agents

John Doe

Gender: Male

Languages Known: English, Spanish

Location: New York

Working Hours: 09:00:00 - 17:00:00

Status: Available

Contact

Jane Smith

Gender: Female

Languages Known: English, French

Location: Los Angeles

Working Hours: 10:00:00 - 18:00:00

Status: Available

Contact

David Brown

Gender: Male

Languages Known: English, German

Location: Chicago

Working Hours: 08:00:00 - 16:00:00

Status: Not Available

Notify

Emily White

Gender: Female

Languages Known: English, Italian

Location: San Francisco

Working Hours: 09:30:00 - 17:30:00

Status: Busy

Notify

Available Agents

John Doe

Gender: Male

Languages Known: English, Spanish

Location: New York

Working Hours: 09:00:00 - 17:00:00

Status: Available

Contact

Jane Smith

Gender: Female

Languages Known: English, French

Location: Los Angeles

Working Hours: 10:00:00 - 18:00:00

Status: Available

Contact

Emily White

Gender: Female

Languages Known: English, Italian

Location: San Francisco

Working Hours: 09:30:00 - 17:30:00

Status: Busy

Notify

Customer End : Contact Us, Help

My Policy Hub

Home View Plans Booking Appointments Logout

Contact Us

Your Name
Your Email
Subject
Your Message

Submit

Follow Us




My Policy Hub

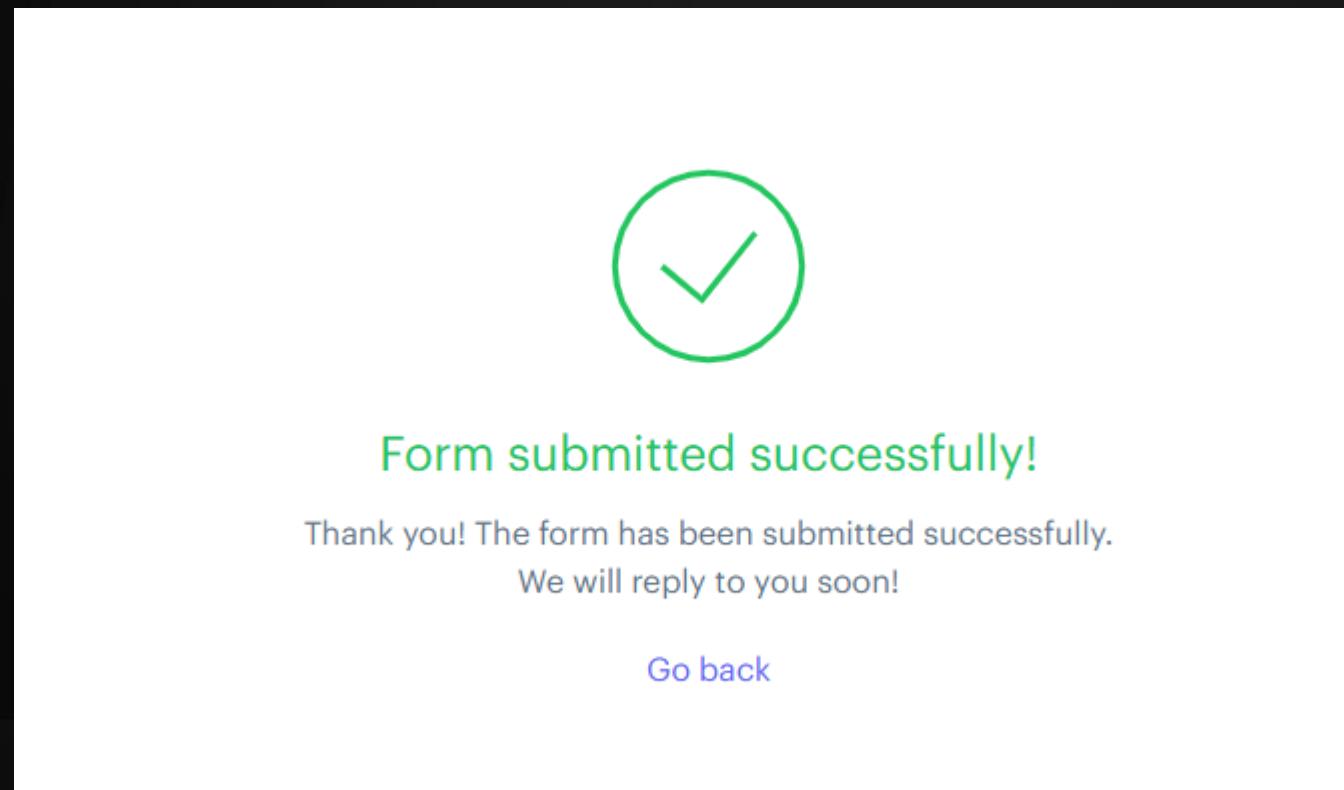
Home View Plans Booking Appointments Logout

Voice Recognition for Customer Queries

Click the Start button and speak your query clearly.

 Start

You said: "so this is the voice recognition for customer queries"



Agent End : Agent Login

My Policy Hub

Home Login

You are here / Agent / Agent Login

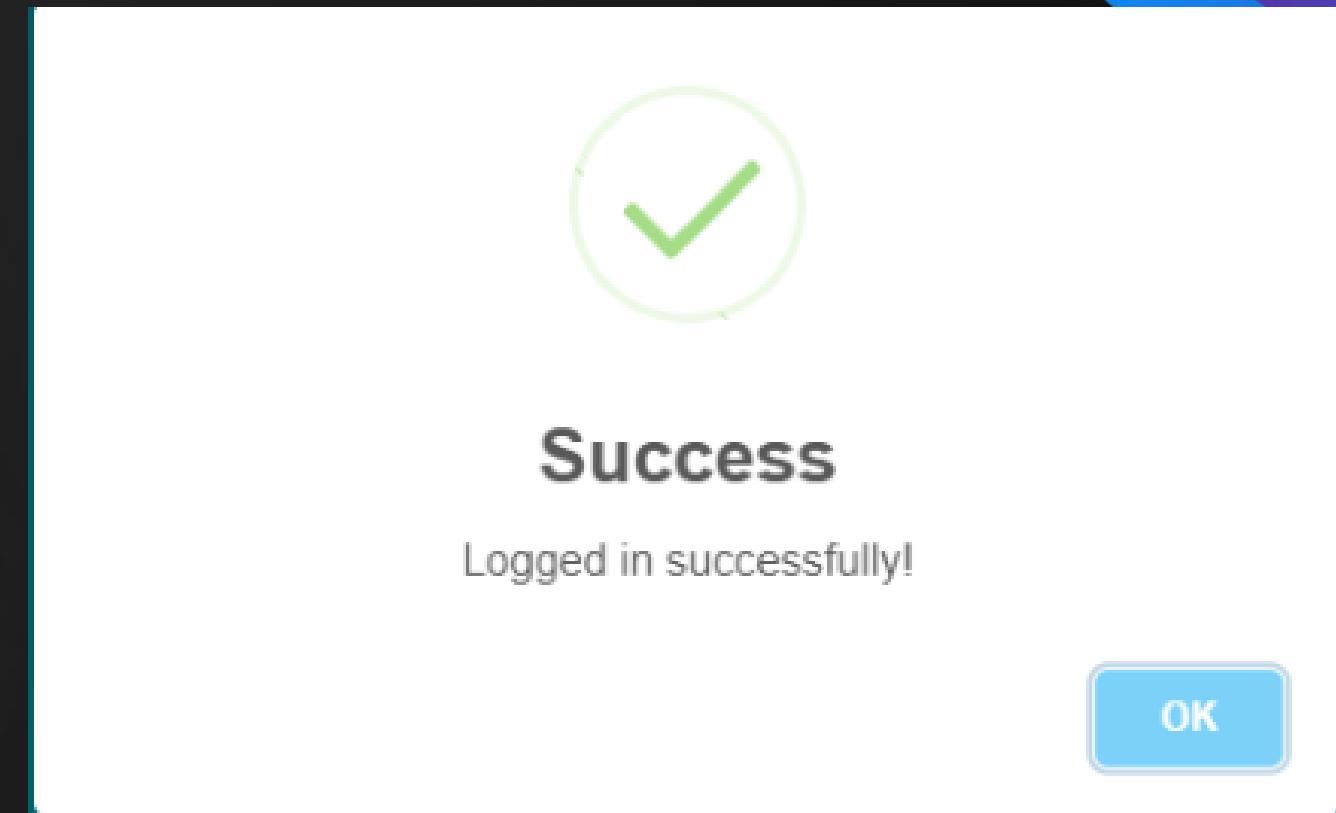
AGENT LOGIN

Username

Password *****

[Forgot Password?](#)

[Login](#)



Forgot Password

Email Address

[Send Reset Link](#)

Forgot Password

example@gmail.com

[Send Reset Link](#)

A password reset link has been sent to example@gmail.com

Agent End : Home, Schedule Availability

My Policy Hub

Home Set Status Set Availability View Appointments Logout

Set Availability **Set Status** **Appointments**

Monday 11:00 AM

My Policy Hub

Home Set Status Set Availability View Appointments Logout

Manage Your Availability

Agent ID:

Start Time: ⏳

End Time: ⏳

Save Availability

My Policy Hub

Home Set Status Set Availability View Appointments Logout

Set Agent Status

Agent ID:

Select Status: -- Select Status --

Update Status

My Policy Hub

Home Set Status Set Availability View Appointments Logout

Success

Status updated successfully!

OK

Set Agent Status

Agent ID:

Select Status: -- Select Status --

Update Status

Agent End : View Appointments

 My Policy Hub

Home Set Availability Set Status Appointments Logout

View Your Appointments

Enter your registered ID:

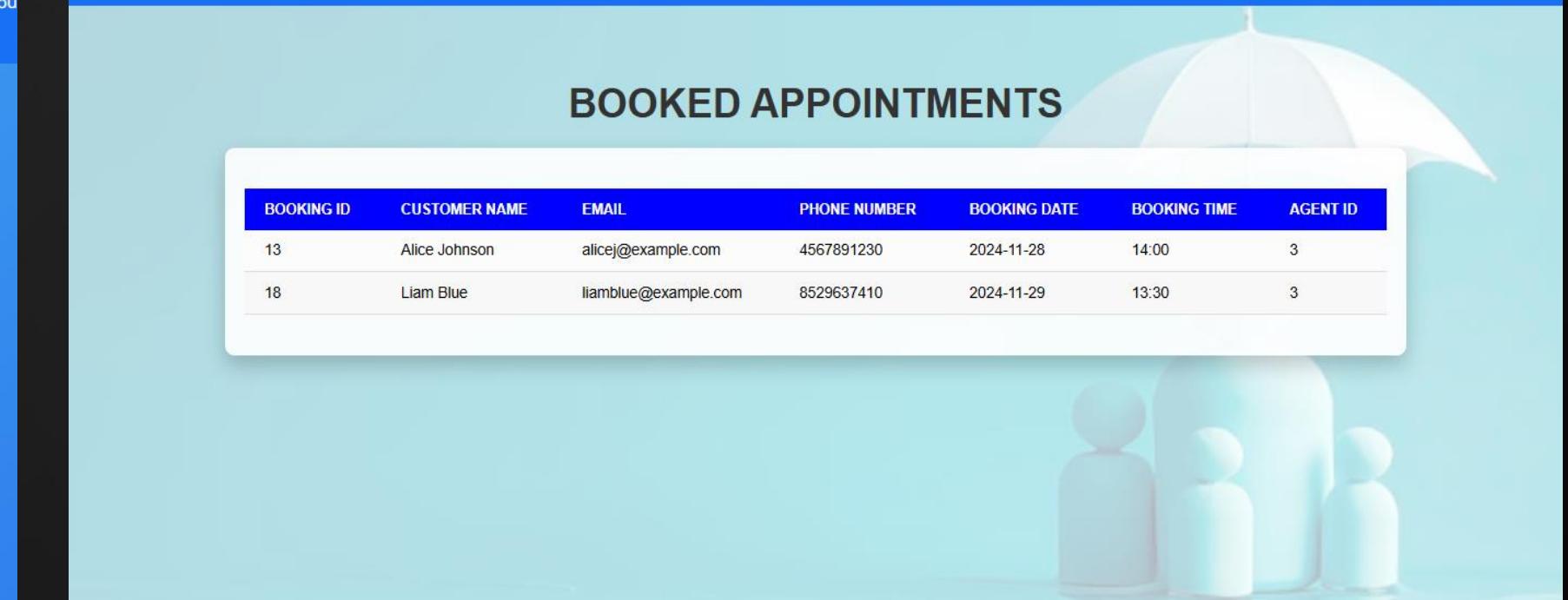
Check Appointments

 My Policy Hub

Home Set Status Set Availability View Appointments Logout

BOOKED APPOINTMENTS

BOOKING ID	CUSTOMER NAME	EMAIL	PHONE NUMBER	BOOKING DATE	BOOKING TIME	AGENT ID
13	Alice Johnson	alicej@example.com	4567891230	2024-11-28	14:00	3
18	Liam Blue	liamblue@example.com	8529637410	2024-11-29	13:30	3



Admin End : Home, Features

My Policy Hub

Home Login
You are here / Admin / Admin Login

ADMIN LOGIN

Username
Password
Forgot Password?
Login

My Policy Hub

Home View Plans Add Plan Add Agent Subscribers AI Assist Logout

Add Plan View Plans Add Agent View Agents Subscribers
Predict Health Charges

My Policy Hub

Home View Plans Add Plan Add Agent Subscribers Logout

ADD PLAN

Plan Category:
Plan Name:
Plan Description:
Plan Tier:
Basic
Age Group:

My Policy Hub

Home View Plans Add Plan Add Agent Subscribers Logout

Create Agent

Name:
Gender: Male
Password:
Languages Known: e.g., English, Spanish
Location:

Admin End : Features

Insurance Services

Home View Plans Add Plan Add Agent Subscribers Logout

Life Insurance

Policies: 500
Claims: 30

[View Plans](#)

Health Insurance

Policies: 300
Claims: 25

[View Plans](#)

Vehicle Insurance

Policies: 400
Claims: 50

[View Plans](#)

Home Insurance

Policies: 200
Claims: 15

[View Plans](#)

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My Policy Hub

Home View Plans Add Plan Add Agent Subscribers Logout

Insurance Plans for Life Category

Life Shield Policy

Description: A comprehensive life insurance plan with coverage for accidental death and critical illness.
Tier: Platinum
Age Group: 25-65
Gender: Both
Premium: ₹4000.0
Coverage: ₹1000000.0

[Delete](#)

Available Agents

John Doe

Gender: Male
Languages Known: English, Spanish
Location: New York
Working Hours: 00:20:00 - 22:20:00
Status: Not Available

[Delete](#)

Jane Smith

Gender: Female
Languages Known: English, French
Location: Los Angeles
Working Hours: 07:14:00 - 18:12:00
Status: Available

[Delete](#)

David Brown

Gender: Male
Languages Known: English, German
Location: Chicago
Working Hours: 08:00:00 - 16:00:00
Status: Busy

[Delete](#)

Emily White

Gender: Female
Languages Known: English, Italian
Location: San Francisco
Working Hours: 09:30:00 - 17:30:00
Status: Available

[Delete](#)

Michael Johnson

Gender: Male
Languages Known: English, Portuguese
Location: Miami
Working Hours: 08:30:00 - 17:00:00
Status: Available

[Delete](#)

Sarah Lee

Gender: Female
Languages Known: English, Chinese
Location: Dallas
Working Hours: 09:00:00 - 16:00:00
Status: Available

[Delete](#)

Valluri Venkat ram

Gender: Male
Languages Known: English
Location: Vijayawada
Working Hours: 08:46:00 - 11:50:00
Status: Busy

[Delete](#)

Valluri Venkat ram

Gender: Male
Languages Known: English
Location: Vijayawada
Working Hours: 12:53:00 - 06:47:00
Status: Not Available

[Delete](#)

My Policy Hub

Home View Plans Add Plan Add Agent Subscribers Logout

Registered Customers

ID	First Name	Last Name	Email	Phone	Gender	Date of Birth	Address	Plan ID	Subscription Date	Status
1	John	Doe	johndoe@example.com	1112223333	Male	1990-05-15	123 Elm Street, Springfield	1	2024-01-01	Active
2	Jane	Smith	janesmith@example.com	4445556666	Female	1985-03-22	456 Oak Street, Shelbyville	2	2023-12-01	Inactive
3	Alex	Taylor	alextaylor@example.com	7778889999	Other	1992-07-30	789 Pine Street, Capital City	3	2024-06-15	Cancelled
4	Chris	Brown	chrisbrown@example.com	2223334444	Male	1991-09-10	101 Maple Avenue, Springfield	2	2024-05-20	Active
5	Emily	Clark	emilyclark@example.com	5556667777	Female	1989-11-12	202 Birch Lane, Shelbyville	1	2024-02-10	Active
6	Michael	Johnson	michaeljohnson@example.com	9990001111	Male	1995-01-25	303 Cedar Road, Springfield	4	2024-03-05	Inactive
7	Sarah	Miller	sarahmiller@example.com	8887776666	Female	1987-06-18	404 Ash Street, Capital City	5	2024-04-15	Cancelled
8	Daniel	Lee	daniellee@example.com	1231231231	Male	1994-08-	505 Palm Drive,	3	2024-06-10	Active

AI Assist – Predict the Health charges

My Policy Hub

Home View Plans Add Plan Add Agent Subscribers Logout

ENTER CUSTOMER DATA

Age:

Sex:

Male

BMI:

Children:

Smoker:

Yes

Region:

Northwest

PREDICTION RESULT

No prediction available. Submit the form to get a prediction.

My Policy Hub

Home View Plans Add Plan Add Agent Subscribers Logout

ENTER CUSTOMER DATA

Age:

Sex:

Male

BMI:

Children:

Smoker:

Yes

Region:

Northwest

PREDICTION RESULT

The predicted health charges are: 11315.7 Rupees /-

Future Scope

- Regional Managers for Admin: Role-based access for managing localized operations.
- Enhanced AI Features: Advanced predictive analytics and dynamic risk assessment.
- Voice Chat Support: NLP-powered voice chat for improved customer interaction.
- Integrated Payment Processing: Seamless transactions with Razorpay or similar gateways.
- Real-Time Notifications: Instant SMS and email alerts for updates.
- Password Recovery: Secure mechanisms for easy password reset and recovery.

Conclusion

- ✓ This insurance management application offers a user friendly, secure platform that simplifies insurance processes.
- ✓ With key features like user authentication, appointment scheduling, and plan management, it enhances both customer experience and operational efficiency.
- ✓ The admin dashboard allows for streamlined oversight, ensuring easy management of agents, schedules, and plan information.
- ✓ Overall, this project effectively meets essential needs, improving service efficiency and customer satisfaction.



THANK YOU

