

## OVERVIEW

Client is a leading insurance provide in Property & Casualty insurance domain. The client has a proven catastrophe handling expertise, 24-hour claims reporting, and flood adjusters dedicated to integrity and service.

To assist the claim process adjusters(agents) rely on a mobile application developed, hosted and maintained by a third-party vendor to assess and update the damage cost, picture the proofs and verify the claimer information in physical. Planned to build own application with better experience also improvise the productivity

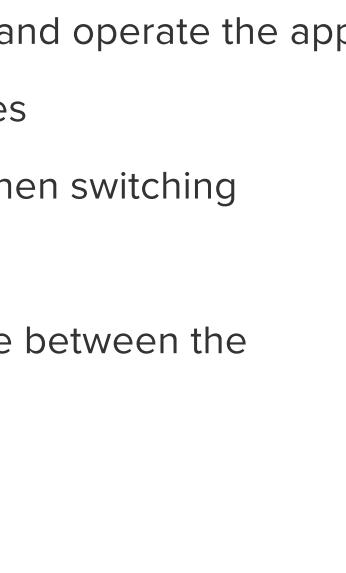
## CLIENT

Evoke Technologies, USA

## ROLE & DURATION

Lead UX Designer

## Discover.



Agents unable to complete the list of inspection and verification, assigned to them in given time.

Unable to complete or too much time taking to complete a single claim with the existing application.

Client -

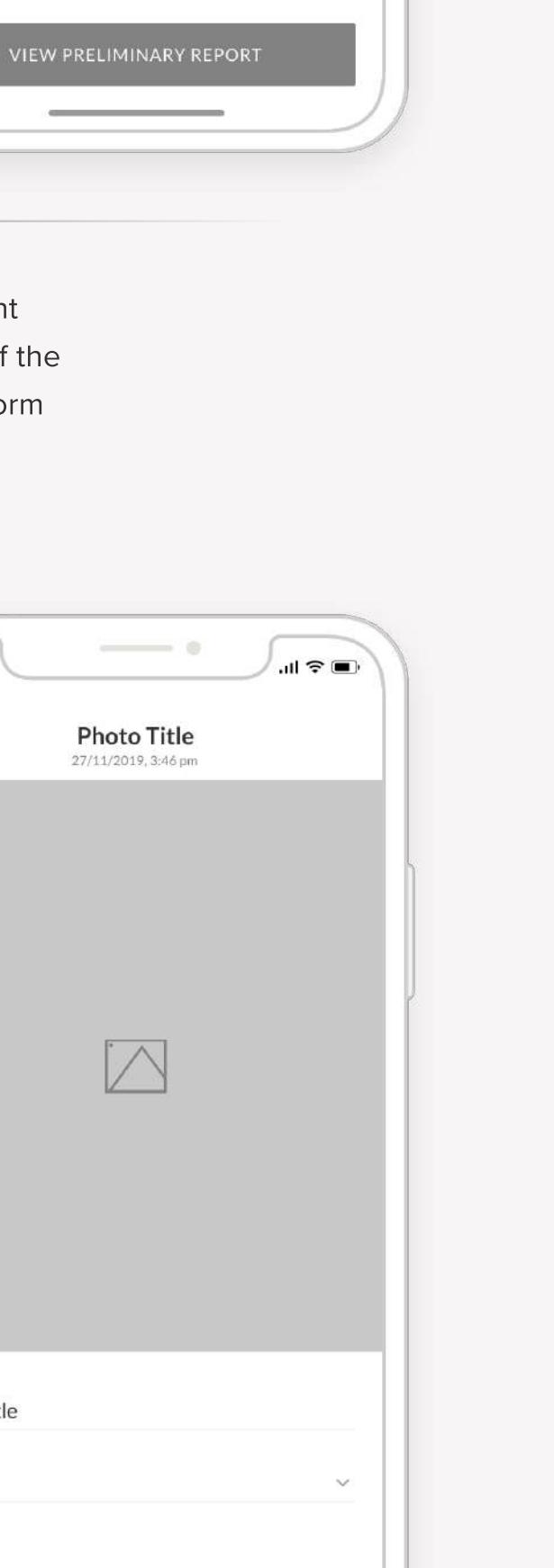
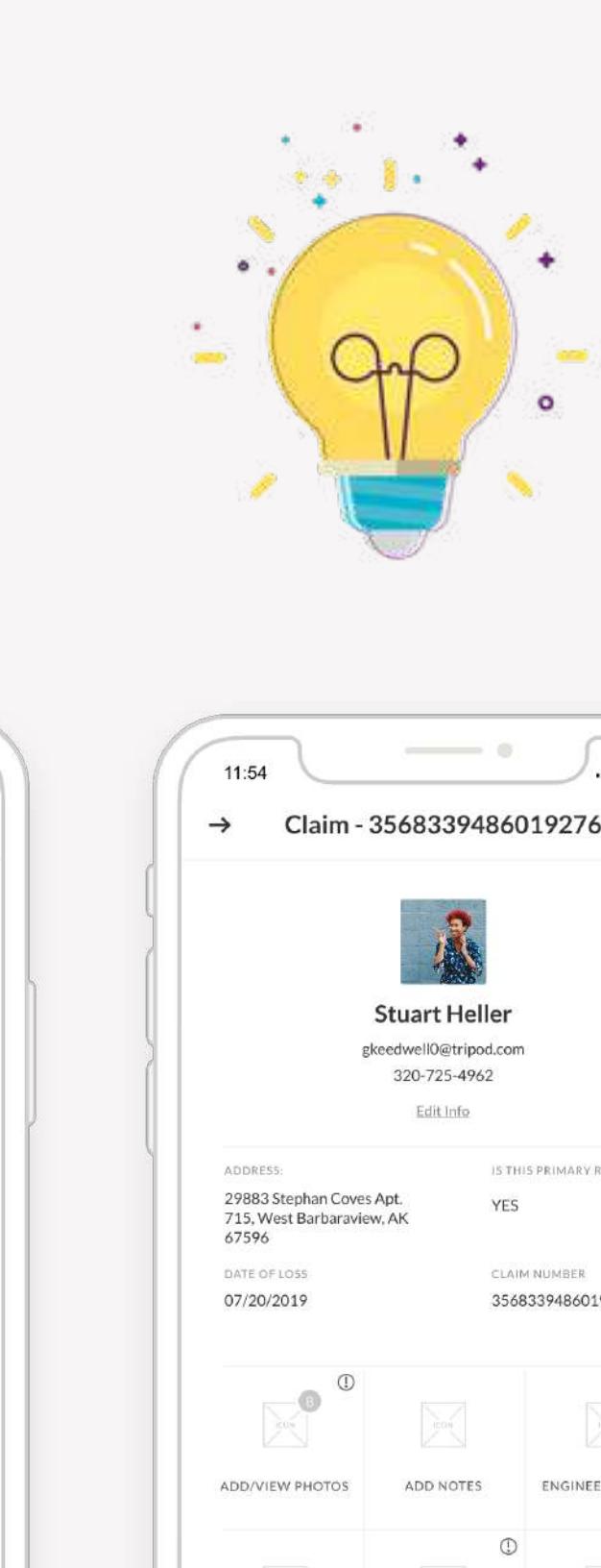
"How do we improvise & increase the efficiency of completing the claim inspection applications without affecting the existing process?"

Stakeholder Interviews    User Observations    Application Analysis

Instead of visualising the solution from the vague requirement, with the help of the manager able to conduct a semi-structured interview with the key stakeholder to understand the business needs and requirements in depth and also to understand who will be the real users and about the application scalability.

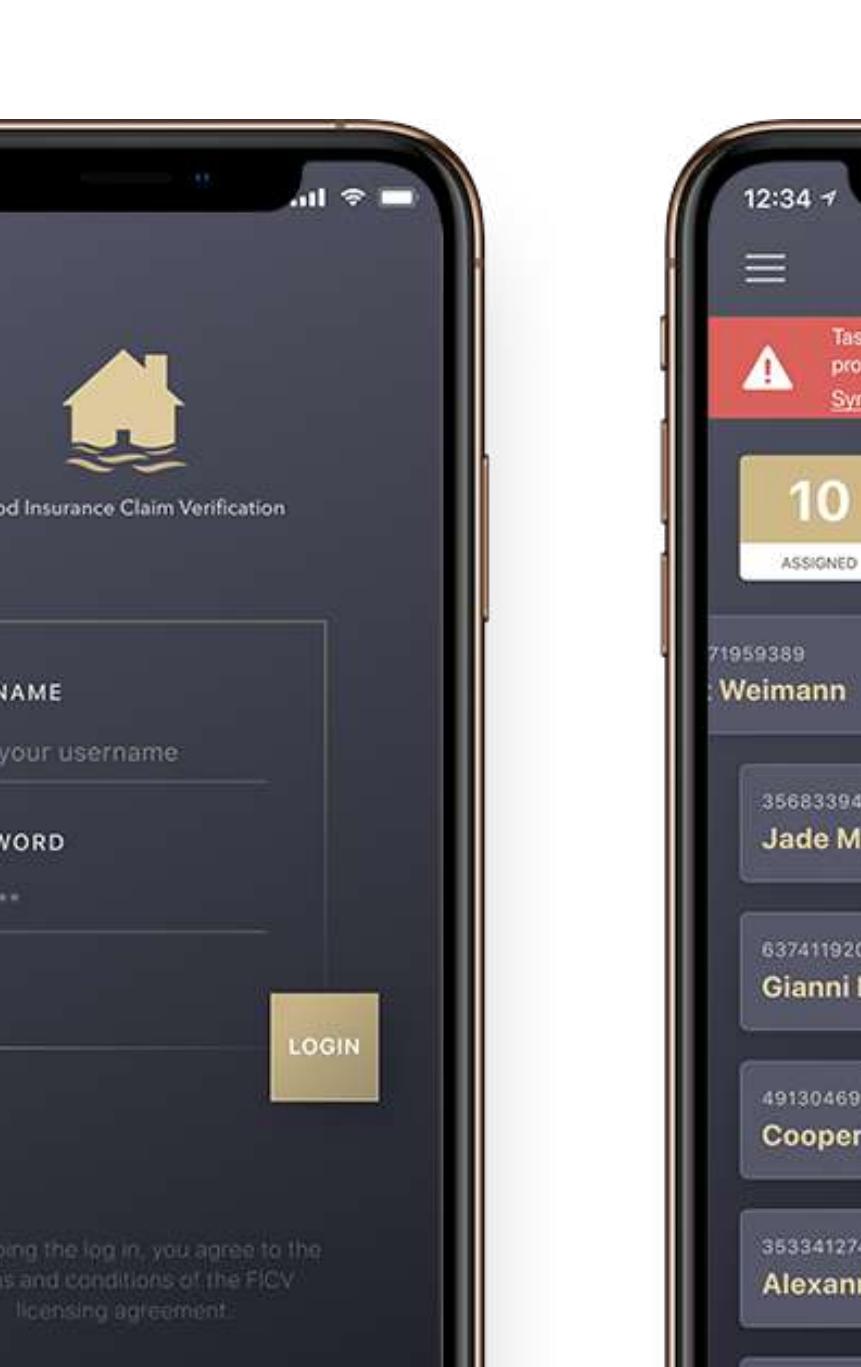
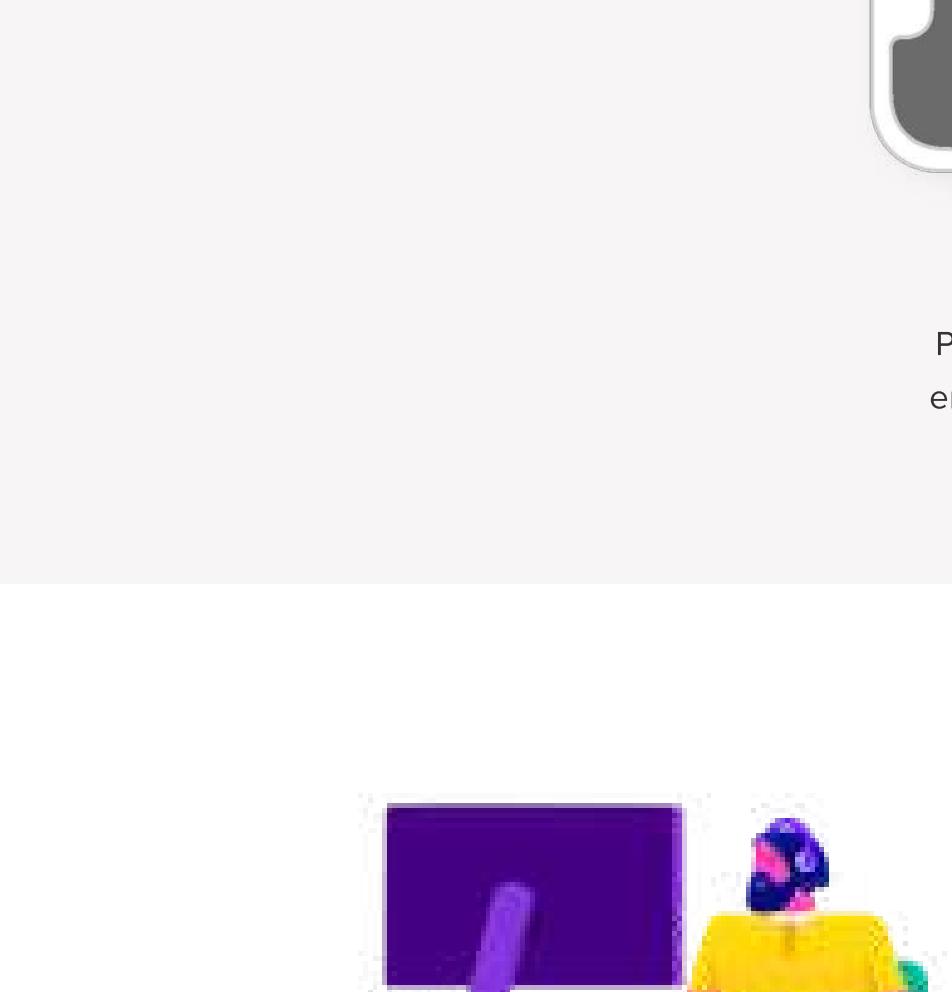
With the help of the client, able to contact the agents who are using the application and observed how they are using it in realtime and requested them to walkthrough the current process of claim inspection to understand the journey and identify the insights & pain points.

Assumed myself as an agent and try to mimic the tasks performed by the agents on the app. to discover the issues.



## Define.

Insights    Journey Maps    Task flows



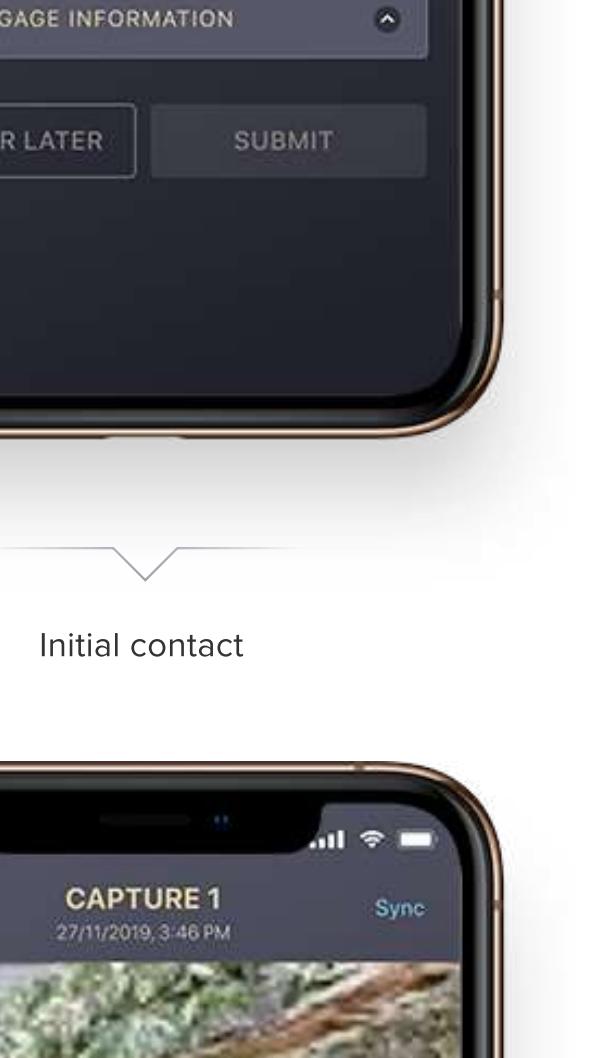
From the research able to map out the mind of the stakeholders, deduce the logic behind the functionalities and requirement. By observing user able to map out their journey which helped us in gaining the insights and where to emphasize more to improve the experience. Identified the red routes, mapped out the flows, identified and eliminated the redundant and extra steps to simplify the process and give a better experience. During this process and activities towards forming the solution, we see the below problem statement in our mind.

- Technical Assistance is must to install, login and operate the app
- Does not work offline or in poor signal zones
- Problem in syncing the data with servers when switching between offline and online
- Lack visual hierarchy, unable to differentiate between the

## Ideate.



Using the insights taken from research findings, made a couple of low-fidelity wireframes & prototypes of the important features using Figma to simulate the use of application



Claims list screen - User can view the list of claims assigned, rejected or having trouble in uploading the files



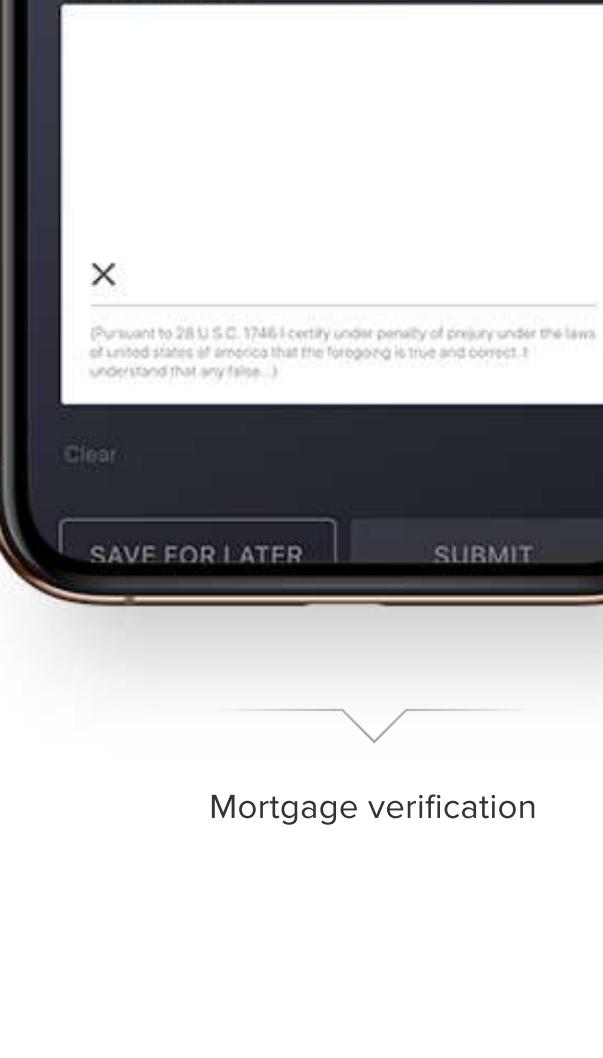
Claims detail screen - different versions of viewing the details of the claim and actions need to perform



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Groups & Photos screen - Photos captured need to be associated by groups, couple of groups are added by default and also user has the ability to add new groups



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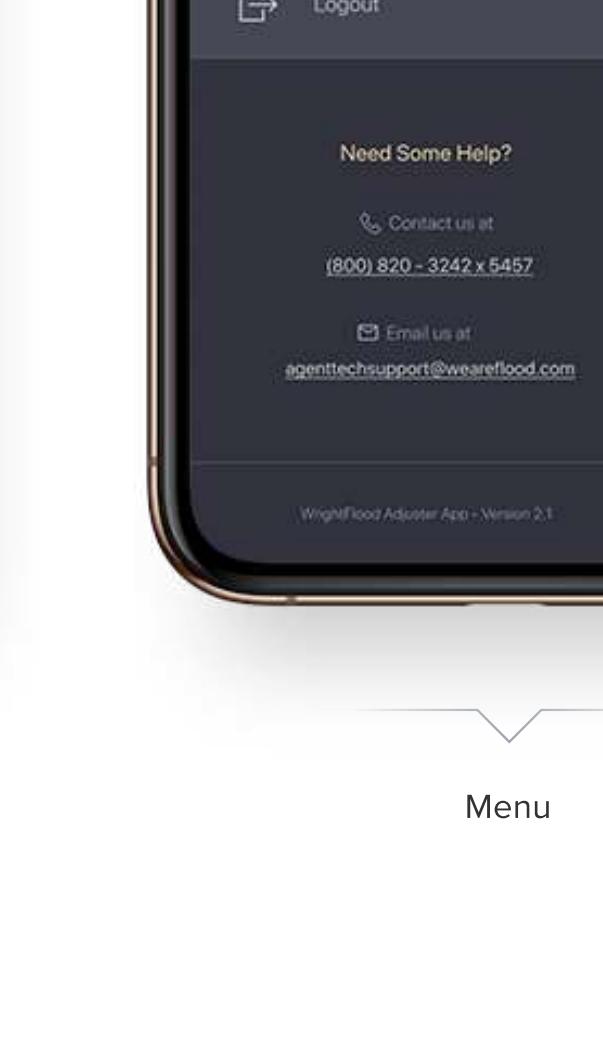


Photo detail screen - user can view the details of the photo and can also re-assign to different group

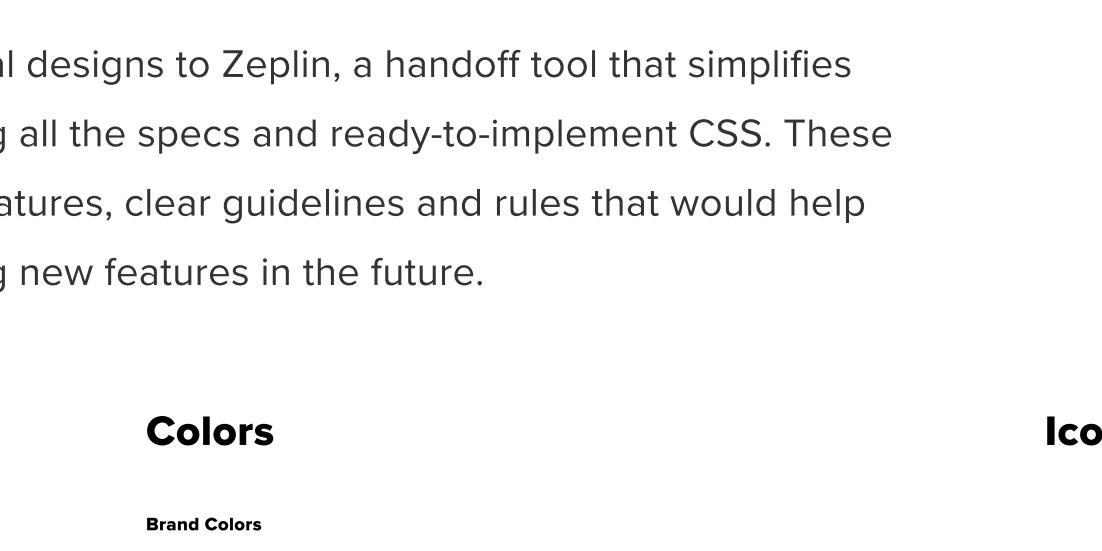


Photo capture screen - A custom camera screen with option to enable and disable flash and flash light to capture in dark areas

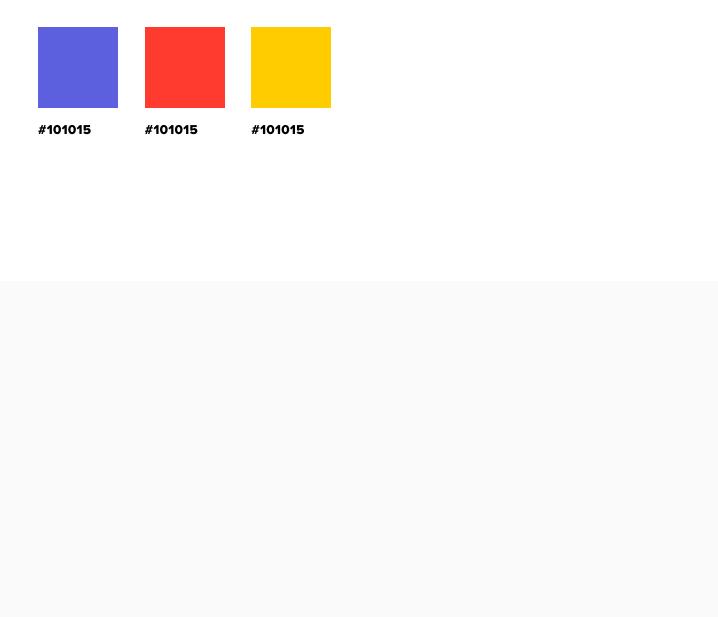
## Design.



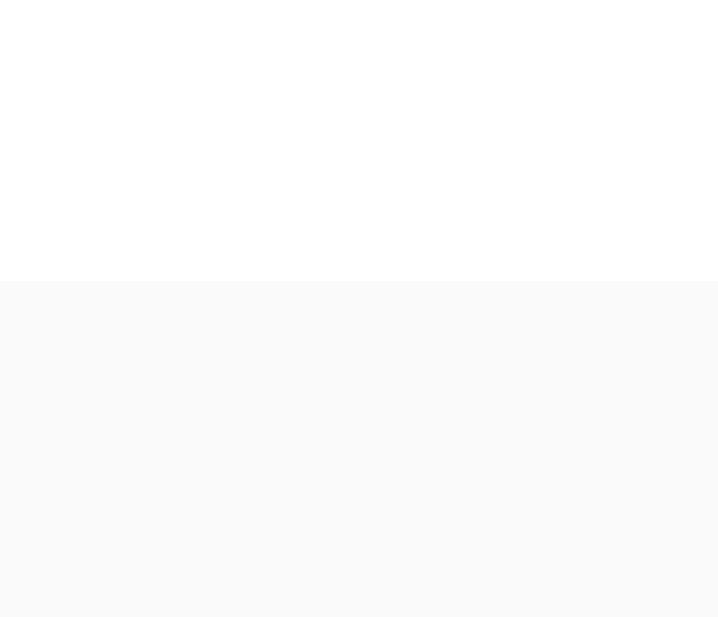
Since it is an iOS application, used most of the native patterns that could be easily recognized, with minimal color usage and better tapable areas. To solve the lengthy forms, grouped the appropriate elements and made it into accordian which also acts as a stepper



Login



Claims list



Claim details & actions



Initial contact



Media (Groups list)



Claim details & actions



Photo detail



Mortgage verification



Photo detail



Capture 1



Capture 2



Capture 3



Capture 4



Capture 5



Capture 6



Photo detail



Mortgage verification



Photo detail



Photo detail



Mortgage verification

