

MICHIGAN STATE

U N I V E R S I T Y

Beta Presentation

Jeffrey – Virtual Claim Advisor

The Capstone Experience

Team Auto-Owners

Connor Stabnick

Mike Dickmann

Alex Klingel

Nabiha Biviji



*From Students...
...to Professionals*

Department of Computer Science and Engineering
Michigan State University

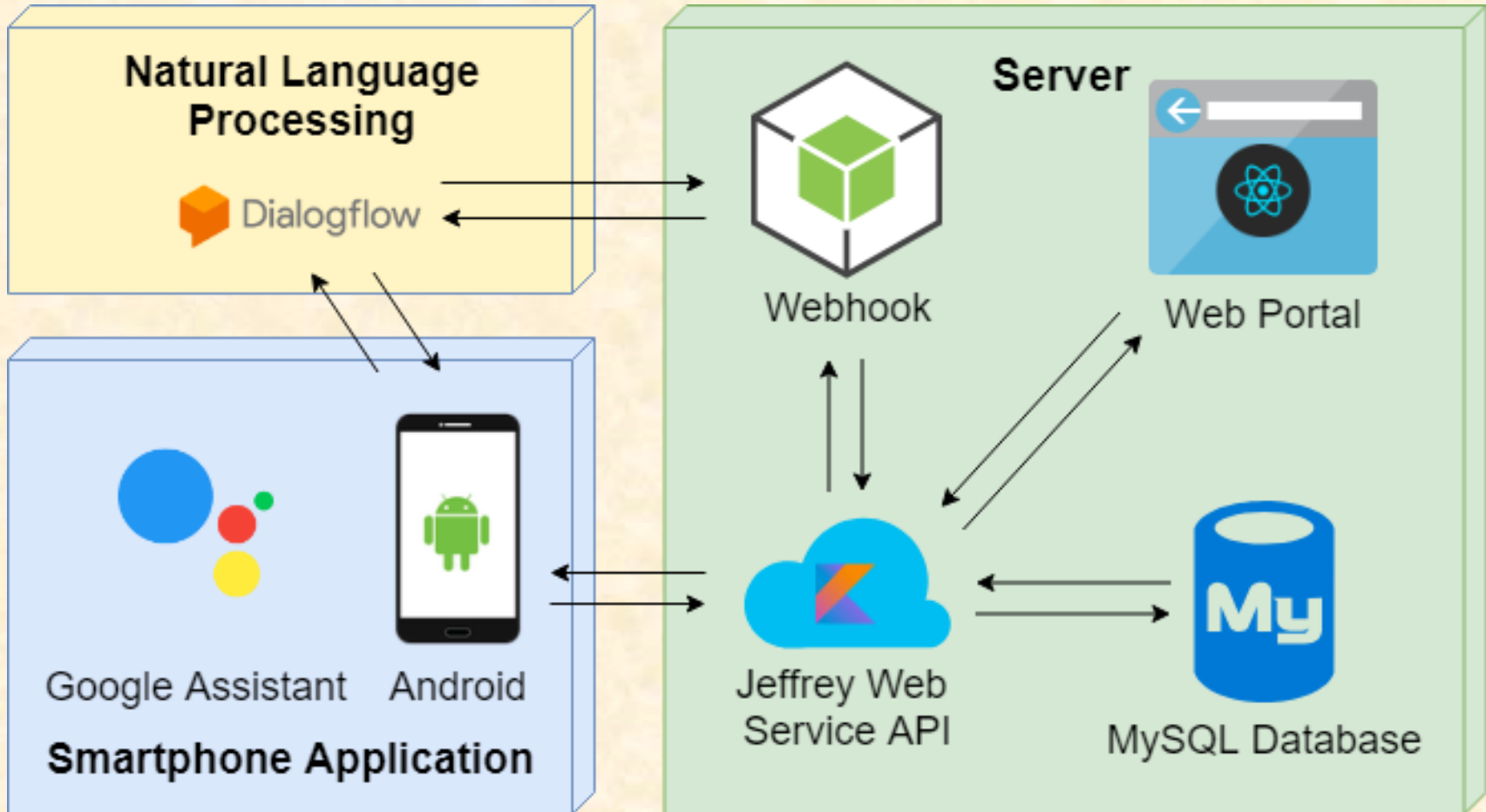
Fall 2018

Project Overview

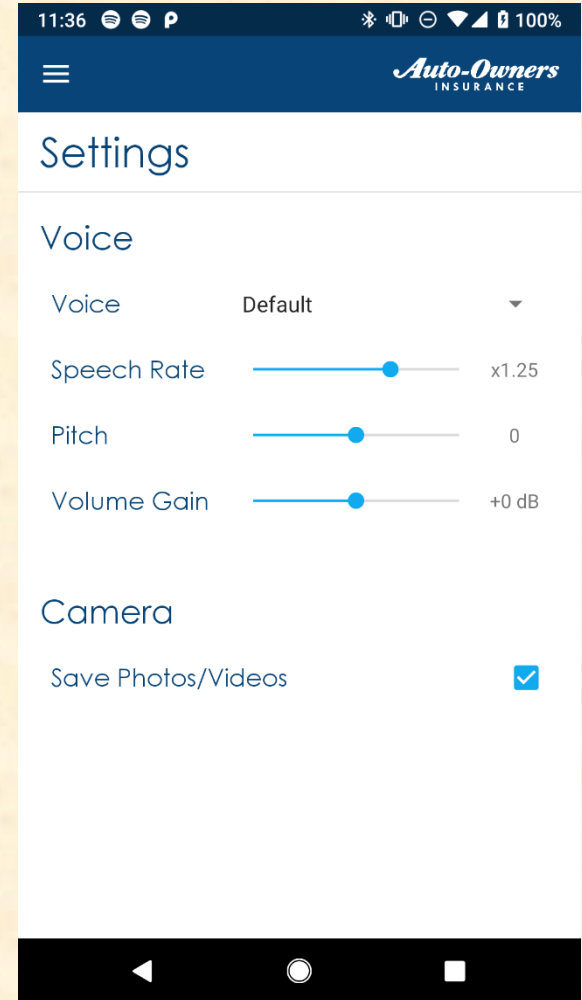
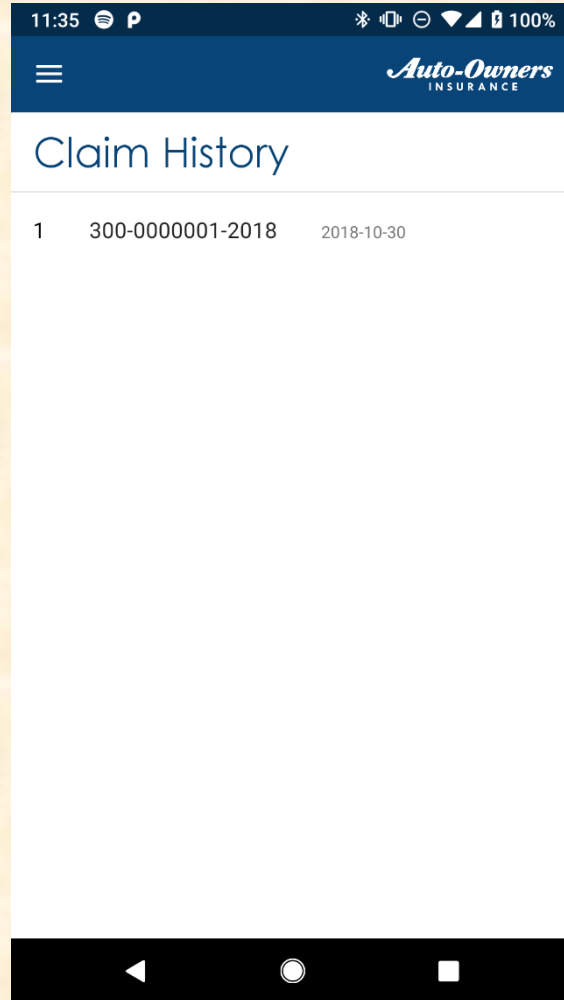
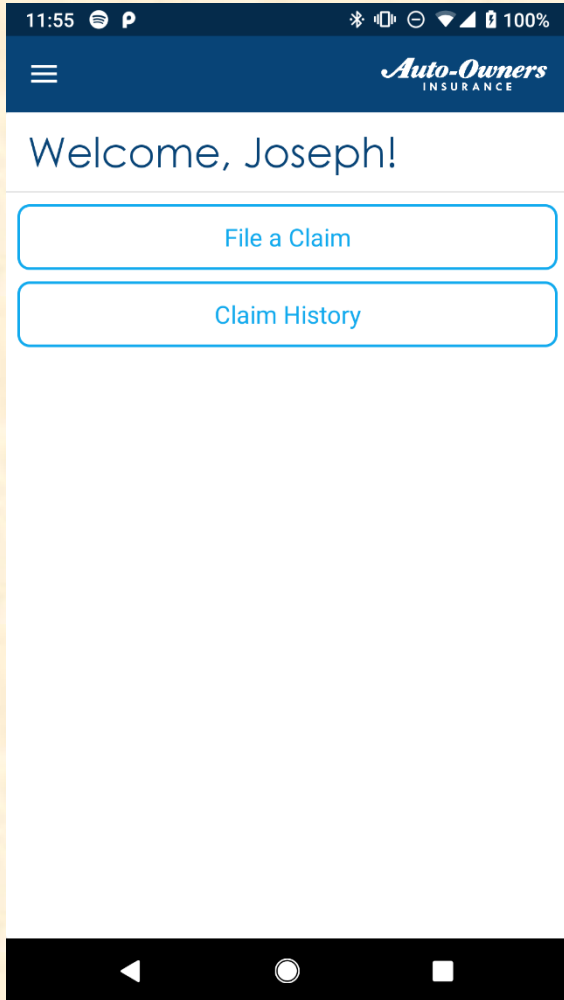
- Smartphone application for submitting claims
- Natural language processing assistant
- Data and file submission and management
- Web portal for viewing submitted claims



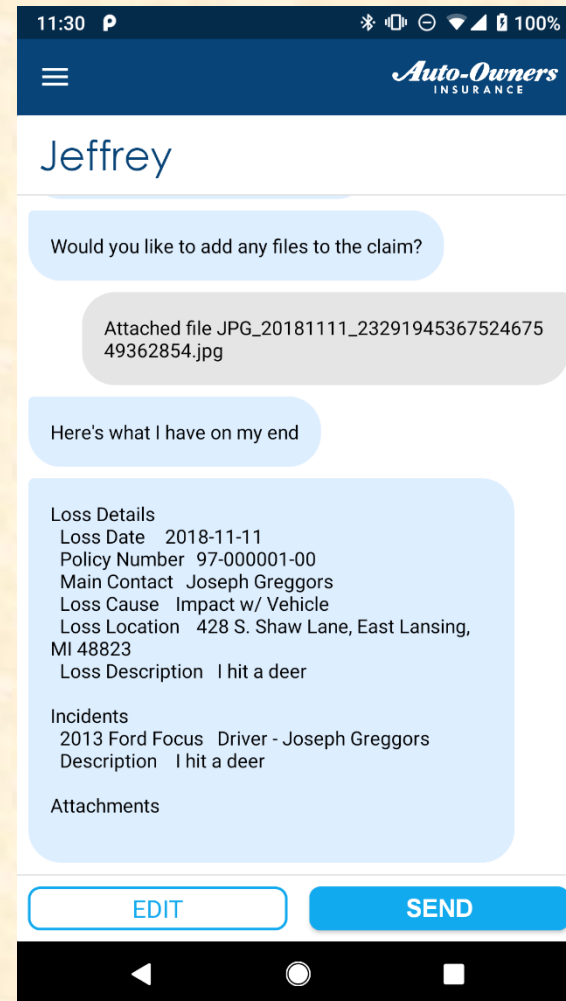
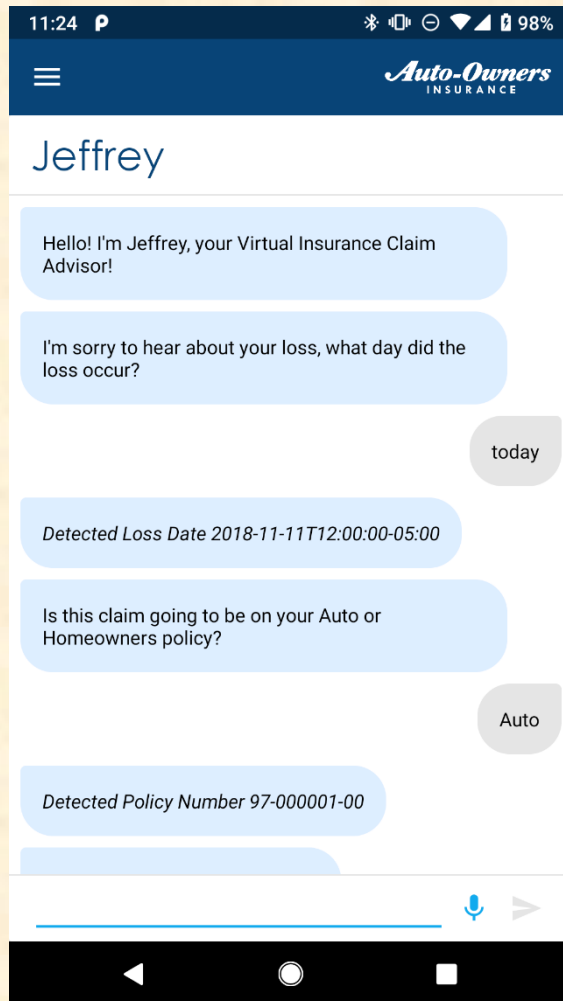
System Architecture



Android App



Android App



Web Portal

Auto-Owners
INSURANCE
Dashboard
Logout

Claim Number

Policy Type

Auto

Home

Date of Loss

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LossCause

Policy Number

Insured

First Name


Last Name


Report Date	Insured	Type	ClaimNumber	Policy Number	Policy Start	Policy End
9700000100	2		2018-10-30	Insured Name Here	2018-10-08	2019-04-07
9700000100	2		2018-10-31	Insured Name Here	2018-10-08	2019-04-07
9700000100	2		2018-10-31	Insured Name Here	2018-10-08	2019-04-07
9700000100	2		2018-10-31	Insured Name Here	2018-10-08	2019-04-07
9700000100	2		2018-10-31	Insured Name Here	2018-10-08	2019-04-07
9700000100	2		2018-10-31	Insured Name Here	2018-10-08	2019-04-07
9700000100	2		2018-11-01	Insured Name Here	2018-10-08	2019-04-07




Web Portal

Auto-Owners INSURANCE Q Search Logout

Joseph Greggors 300-000058-2018  Date of Loss: 2018-11-09

Loss Description I was driving my car on i-96 and another car and pushed me into oncoming traffic	Photos & Documents  JPG_20181109_1524453180855152359198111.jpg	Risk Units 2013 Ford Focus
Loss Cause Other	Location 220 Trowbridge Rd East Lansing, MI 48824	Main Contact Joseph Greggors

Report Date	Insured	Type	ClaimNumber	DOL	Contact	Contact Phone
2018-10-30	Glenn Baker		300-0000001-2018	2018-10-30	Joseph Greggors	248-987-2345

Auto-Owners INSURANCE
LIFE · HOME · CAR · BUSINESS



What's left to do?

- Improve the training/detection of Dialogflow
- Implement potential last-minute feedback from client
- Clean code project wide
- Shoot/edit project video



Questions?

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