Key challenge

Policy servicing requires a combination of customer and policy information that’s scattered across multiple systems. Communication occurs through varying channels and formats, making it a cumbersome process that frustrates both customers and employees. As customer expectations escalate, contact center operations continue to be bogged down in manual processes, resulting in lengthy hold times and low first-contact-resolution rates.

To service policies effectively, insurers must access vast amounts of information from:

- Online portals
- Emails and PDFs
- Scanned paper documents
- Chatbots

Solution

ABBYY enables insurers to understand their policy servicing processes throughout their technology ecosystems, using artificial intelligence to build a real-world model of each process based on system data. You’ll be able to determine optimal paths for successful outcomes in addition to unlocking the unstructured data stored in scanned and paper documents.

The results:

- improved customer experiences at every touchpoint,
- reduced overall expenses, and
- increased policy retention rates.
Discover the ABBYY difference

Leverage AI to drive process improvements

• Reduce time to resolution for customer requests
• Lower the risks for error
• Improve customer satisfaction and retention

Make customer and policy information easy to find

• Give customer service agents immediate access to the information they need
• Facilitate sharing of data and documents with contact center
• Improve employee morale by eliminating the need to hunt for customer data

Enable continuous improvement

• Monitor processes to identify and correct inefficient variations
• See what proposed changes will look like before making them
• Measure success after implementing improvements

Underwriting process improvement steps

Discovering and mapping
Analysis and optimization
Monitoring and alerting
Prediction and forecasting

Learn more at www.abbyy.com/solutions/insurance