

Policy Servicing

Elevate the customer experience at every interaction with Intelligent Automation



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

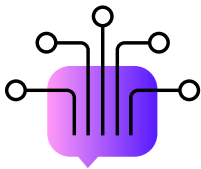
- Give customer service agents immediate access to the information they need
- Facilitate sharing of data and documents with contact center
- Improve employee morale by eliminating the need to hunt for customer data



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



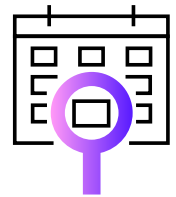
Discovering
and mapping



Analysis and
optimization



Monitoring and
alerting



Prediction and
forecasting

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