interactions

Accelerate Digital Transformation with Conversational AI

INTELLIGENT VIRTUAL AGENTS FOR INSURANCE

Empathetic customer experience

Intelligent Virtual Assistant (IVA) for Insurance approaches each customer with empathy from the start of the conversation journey to final resolution. Our IVA for Insurance is specifically designed with the ability to provide customers with the care that they deserve in their moment of need. Urgent claims, policyholder management, scheduling, payments, and all customer inquiries are immediately met with an empathetic IVA without any hold time frustration.

An optimal channel approach for customers

Insurance companies need the ability to engage with customers via the channel that is most convenient at a given time. Our IVA for Insurance allows customers to start interactions from voice and text, and transition between channels depending on their needs. The result is a seamless customer service interaction that is engaging and conversational.

Cohesive experiences through integrations

Interactions IVA for Insurance integrates into key back-end systems and knowledge bases. Customer information can be utilized quickly and efficiently, adding context, historical data, and relevant information into conversations to ensure that every interaction is personalized.

61% OF INSURERS WANT TO IMPROVE CUSTOMER EXPERIENCE
A key priority for insurers is to improve customer experience and transition to more digital offerings.[1]

1 IN 5 CONSUMERS PREFER SELF SERVICE CLAIMS OPTIONS
Customers prefer smooth automation and don't want to repeat information.[2]

67% OF CONSUMERS WOULD SWITCH INSURERS FOR A FASTER DIGITAL EXPERIENCE
Customers want the ability to self-service through the most convenient channel.[3]

1. Reuters Events: Future of Insurance Survey, 2020
2. Lexus Nexus Insurance Claims Study, 2019
3. Solara 2021 Automated Claims Survey

INTERACTIONS IVA FOR INSURANCE

Interactions IVA for Insurance brings together a variety of advanced technologies to deliver an effortless customer experience. Our IVA is a cloud-based, fully managed solution designed to deliver a transformational customer experience and improve operational efficiency. Our unique success-based business model means that you only pay for successful transactions. With superior technology, 15 years of experience, and standardized integrations into the insurance tech ecosystem, our IVA for Insurance guarantees faster time to value and improved productivity. Our IVA for Insurance includes an Empathy Engine designed to identify the sentiment of a customer and support the automation of claims and first notice of loss (FNOL) in a truly empathetic manner.

Empathy Engine

How may I help you?

AI   HAU

Reporting and Analytics

Standardized Integrations
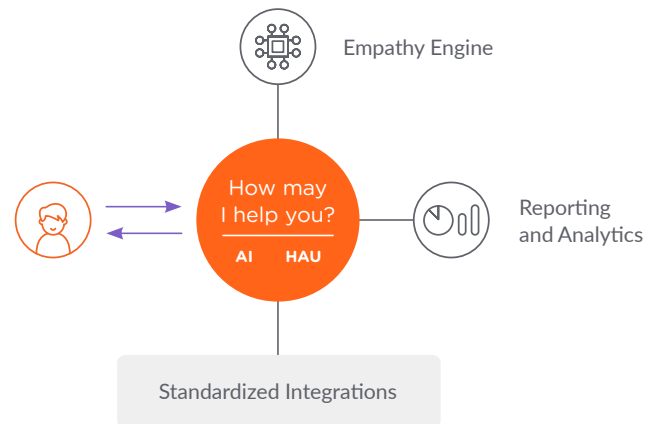
First notice of loss information (FNOL)

Check claim status

Coverage FAQs

Policy management

Manage account information

Coverage updates and benefits

Personalized recommendations

Payment and billing information

Request information

Scheduling

To learn more about our IVA for Insurance, please visit:
www.interactions.com/insurance

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