Insurance Chatbot/Claims Assistant

chyme
BOTS FOR BUSINESS

AT A GLANCE

Global Services Company based in the USA

INDUSTRY- P&C Insurance

SOLUTION- Natural language and AI enabled Insurance Chatbot via which customers can first notify about the loss via Facebook Messenger

ABOUT CHYME

Chyme is an AI and Natural Language powered Bots Platform. Chyme enables a Conversational Interface (Chatbots) with systems like SAP, Salesforce, Oracle, ServiceNow, and others to Simplify Work. Chyme is a product from Unvired Inc., a Digital/ Mobile Platforms and Solutions company headquartered in Houston, Texas, USA.

BUSINESS CHALLENGES:

- Customers are stressed when reporting an accident or some other loss.

- Need to make the customer experience as pleasant as possible at their difficult times.

- Simplify the process of reporting Claims

SOLUTION-

- A Chatbot/Conversational Interface for customers to interact with customer service—Digital Claims Assistant.

- Report loss, pin location, select repair service providers, and get a claim reference number over text/messaging apps.

- Out of the box Integration with Facebook Messenger

- Omni-Channel Experience: iOS, Android & WebChat

- Technology: Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, Open source AI/Machine learning tools.

Mary Granger
I want to notify a claim for a vehicle accident

Insurance Assistant
Hello Mary. Sure. Is this for your Ford Model T?

Mary Granger
Yes

Insurance Assistant
What is the damage?

Mary Granger
Wind shield is broken

Insurance Assistant
Please give the location of accident

BENEFITS-

- The easiest way for the customers to notify the loss without calling on the phone and waiting in the queue.

- Rapid resolution of customer queries, Enhanced Customer Loyalty

- Reduced support hours & cost of repetitive tasks.

- A new platform for the customers in addition to Phone, Email, and Web Chat.