



Bots for Your Customers: Reduce Service Calls and Response Times

Applying for insurance coverage and filing claims is a tedious and time-consuming process. Customers often find themselves on the phone for hours or awash in a sea of browser windows and a seemingly infinite list of questions. Often, in the case of online forms, one inaccurate answer or missed answer and they could be back at step 1. The workflows frequently require multiple forms and calls before the application is complete or the claim is accepted.

Personifying commercial interactions, or, conversational commerce, can revolutionize how insurance providers service their customers. With simple voice or text commands, customers can retrieve the information they seek such as pricing, available discounts, and current status, as well as initiate applications, file claims, submit payments, add and delete assets covered, and much more.

Join the Bot Conversation

Conversational commerce is a transformational shift in how insurance providers engage with their customers. Bots put customers in control and let businesses expose and integrate applications and data using a centralized approach.

To learn more, visit kore.ai/use-cases.

88% of customers have used some form of automated self-service.

Customer self-service is up to **98%** less expensive than other channels that require human intervention such as call centers.

62% of customers find dealing with service issues exhausting.

30% say convenience is more important than price.

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Kore.ai specializes in AI-rich conversational solutions designed specifically for enterprises that aim to make digital customer interactions faster and more human, and employee work simpler and more efficient. Regardless of function or industry, chatbots built on the Kore.ai Bots Platform – the only enterprise grade cloud or on-prem PaaS of its kind – make data actionable for users and meet the highest business standards of performance, security, and scalability.