quantiphi
Solving What Matters

Qonversational AI
Redefine Your Customer Experience with Modern Contact Center AI
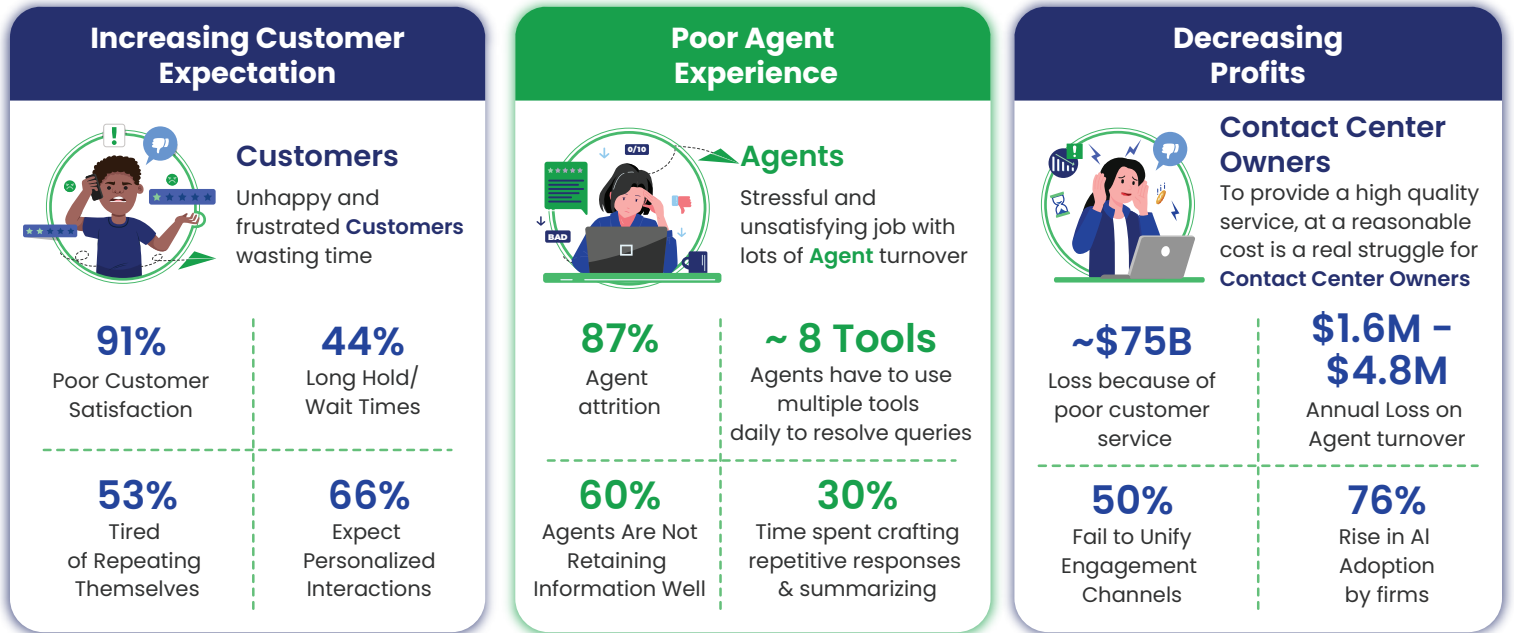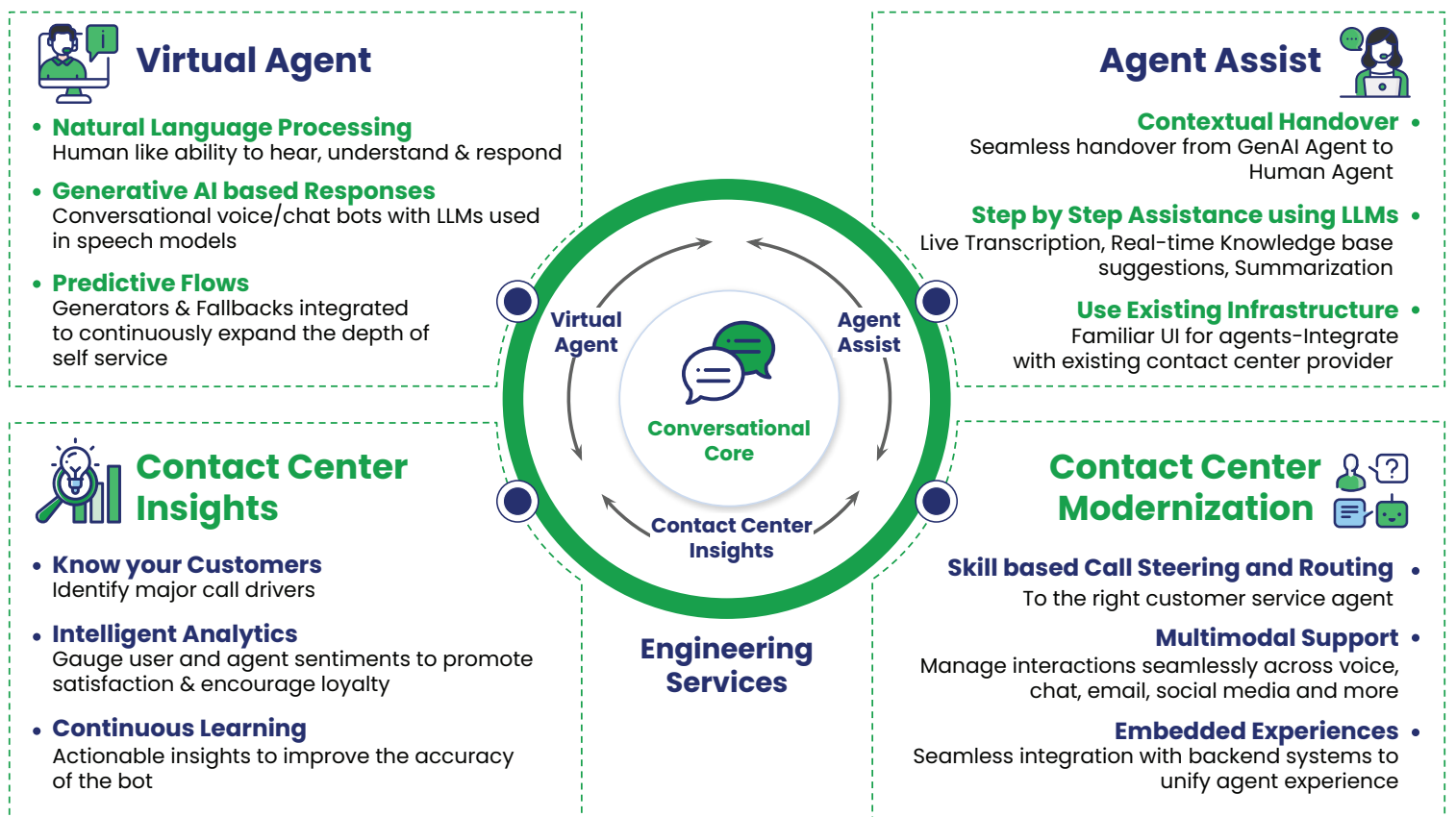
Guide your customers through the entire insurance lifecycle, from lead generation to relationship management. Our Conversational AI Solutions, powered by Gen AI, seamlessly integrate advanced technology with contextually rich, human-like interactions to enhance their experience.

Challenges in Contact Center

Increasing Customer Expectation

Customers
Unhappy and frustrated **Customers** wasting time

91%
Poor Customer Satisfaction

44%
Long Hold/ Wait Times

53%
Tired of Repeating Themselves

66%
Expect Personalized Interactions

Poor Agent Experience

Agents
Stressful and unsatisfying job with lots of **Agent** turnover

87%
Agent attrition

~ 8 Tools
Agents have to use multiple tools daily to resolve queries

60%
Agents Are Not Retaining Information Well

30%
Time spent crafting repetitive responses & summarizing

Decreasing Profits

Contact Center Owners
To provide a high quality service, at a reasonable cost is a real struggle for **Contact Center Owners**

~$75B
Loss because of poor customer service

$1.6M – $4.8M
Annual Loss on Agent turnover

50%
Fail to Unify Engagement Channels

76%
Rise in AI Adoption by firms

Conversational AI capabalities

Virtual Agent

- **Natural Language Processing**
  Human like ability to hear, understand & respond
- **Generative AI based Responses**
  Conversational voice/chat bots with LLMs used in speech models
- **Predictive Flows**
  Generators & Fallbacks integrated to continuously expand the depth of self service

Agent Assist

- **Contextual Handover**
  Seamless handover from GenAI Agent to Human Agent
- **Step by Step Assistance using LLMs**
  Live Transcription, Real-time Knowledge base suggestions, Summarization
- **Use Existing Infrastructure**
  Familiar UI for agents-Integrate with existing contact center provider

Virtual Agent — **Agent Assist** — **Contact Center Insights**
Conversational Core

Contact Center Insights

- **Know your Customers**
  Identify major call drivers
- **Intelligent Analytics**
  Gauge user and agent sentiments to promote satisfaction & encourage loyalty
- **Continuous Learning**
  Actionable insights to improve the accuracy of the bot

Engineering Services

Contact Center Modernization

- **Skill based Call Steering and Routing**
  To the right customer service agent
- **Multimodal Support**
  Manage interactions seamlessly across voice, chat, email, social media and more
- **Embedded Experiences**
  Seamless integration with backend systems to unify agent experience

Use cases

Underwriting Assistant

Automate Underwriting Process with relevant information

Go/ No go Recommendation

Risk Evaluation

Agents/Brokers

Agent Account Service:
1. Profile
2. Billing
3. Renewal

Onboarding Kits

Agent Performance Insights

Policy Servicing

Profile updates:
1. Name
2. Address
3. Contact Details
4. Beneficiary

Policy Information

Get Personalized Quotes

Claims Administration

Claim Filing, Processing and Settlement

Updates Around Claims

Risk Profiling & Fraud Detection

Use Cases Legends: Transactional | Informational | Generative AI

Quantiphi Success Stories

Transforming Customer Experience for an American Insurer Group

Quantiphi helped transform customer experience and built a 24/7 virtual agent capable of handling user queries, such as claim status, document upload details, and payments, thus reducing wait times and enhancing satisfaction.

Business Impact

0
Wait Time

Increased Call containment

Automation with Virtual Agents for a US Based Bank

Quantiphi built a virtual agent on their banking app for responding & resolving user queries related to turning on/off debit cards and checking credit limits, to searching for specific transactions by date, amount, or type.

Business Impact

86%
NLP Accuracy

24 Million
User Adoption

Contact Centre Transformation for US based Insurer group

Leveraging the custom AI capabilities of Quantiphi to get precious insights like "Silence time" on calls and use case wise AHT which let the client know exactly what pain areas to address to reduce their AHT successfully

Business Impact

>80%
Reduction in Silence Time on Calls

20%
Reduction in AHT

Our Accolades

2023
ACORD AWARD WINNER
Implementation Excellence

2023
Everest Group®
Major Contender Digital Claims in P&C Insurance – Solutions PEAK Matrix® Assessment 2023

2023
FROST & SULLIVAN
Best Practices Competitive Strategy Leadership Award in AI Services in BFSI

2021
IDC
Leader in the IDC MarketScape: Worldwide AI IT Services, 2021

---

quantiphi
Solving What Matters

Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realize transformational opportunities at the heart of business. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer.

Amsterdam | Boston | Bangalore | London | Mumbai | Princeton | San Jose | Toronto | Trivandrum

Follow us on:

appliedai@quantiphi.com