

The New Standard in Insurance Policyholder Care and Claims Management

Insurance Industry



Insurance companies are highly motivated to retain existing policyholders, increase quote-to-conversion for potential insurers, and simplify the claims process.

SmartBotHub's conversational engagement platform creates personalized and useful interactions based on each visitor's unique intentions and objectives. This makes it possible to reduce the operating costs of customer interactions, solve tough challenges and unearth new opportunities at the same time.

With SmartBotHub, insurance companies providing life, health- and liability insurance can offer an intuitive and always-on support experience with access to frequent inquiries about policies and coverage-plus easy completion form for quotes and claims processing.

Connect with the estimated 2.71 billion smartphone users worldwide in 2019 and the 90% of millennials who prefer messaging and self-service over human interaction for initial interactions.

Overcome the fact that on average, 40% of online visitors can't find their own product or service information and ensure you deliver an effective self-service experience.

INDUSTRY

Insurance Industry

REGION

North America

BUSINESS IMPACT

Life, health-and liability insurance companies can offer an intuitive and always on support experience.

SmartBotHub's user experience is unlike existing web and mobile applications, which require an understanding of how to navigate them to get answers and do not offer proactive suggestions. SmartBotHub intelligently translates each user's intent, as expressed through their own language, to determine the best way to get them what they need. Capturing the user's intent is what ensures the interaction successfully and quickly delivers answers.

SmartBotHub can be deployed where you want, including on-premise and on cloud-hosted options to address the security and privacy policies of insurance companies.

SmartBotHub Conversational Platform Core Capabilities



Integrated

SmartBotHub becomes an intelligent frontend to all your existing and future systems to unlock the policy and insurer data they hold and use it to interact meaningfully with users.



Fast

SmartBotHub enables your team to evolve at the speed of digital by eliminating the need for IT resources to deploy the applications and leveraging easy configuration capabilities which anyone can use to enable efficient interactions for users.



Personalized

SmartBotHub simplifies how policyholders and future insurers approach your company by taking away the friction typically associated with providing digital interactions and delivering the information and experience users want.

What Self-Service BOTs Can Do 24x7

Open a claim

Check premium rates, deductibles and co-pays

Schedule an appointment

Shop for different coverage options

Update billing and contact information

Promote new products and services

Review policy details

Pay your bill



Solve Tough Challenges and Unearth New Opportunities

SmartBotHub can have a profound impact on your ability to address the ongoing challenges of delivering effective online interactions and monetize them.

Increase insurance quote conversions through more engaged product discovery

- Create interactions which are highly personalized and intelligent
- Provide contextual guidance based on the user's ask and intent
- Deliver intuitive quotes and forms with relevant suggestions and offers

10x INCREASE IN POLICY CONVERSIONS

Reduce support costs through intuitive self-service

- Allow more contacts to be served any time of the day and night
- Handle many first- and second-level questions without needing a live person
- Delight users with fast resolutions

50% REDUCTION IN CALL CENTER VOLUME

Increase policyholder retention and satisfaction

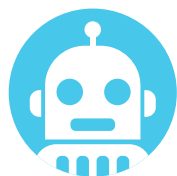
- Build trust by being available 24x7
- Improve customer satisfaction with immediate responses and processing
- Streamline the workflow with handoffs to next steps or live operators with full context

59% INCREASE IN CUSTOMER RETENTION

Reduce friction across agent channels

- Automate processes to increase consistency and enforce your brand standards
- Enable predictable and repeatable engagement for policyholders across all channels
- Improve an agent's ability to effectively engage insurers and promote new offerings

6 WEEKS TIME-TO-VALUE & TO REALIZE BENEFITS



70+ BOTs Ready to Get You Started

SmartBotHub has already tackled countless use cases in the wild across the healthcare, insurance, financial services, automotive, telecommunications, education, and retail industries. We make these BOTs available to help our customers get started quickly and realize the power of a conversational engagement platform.

Get Started Today

Call us today for a demo and to discuss how SmartBotHub can help you deliver the new standard in insurance policyholder care and claims management.

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About SmartBotHub

SmartBotHub enables enterprises to create compelling (chat) message (bot) automated transactions for customers and employees enabling businesses to move faster and provide "always on" services. SmartBotHub is an omnichannel, highly agile platform that connects enterprise applications and services, allowing companies to create compelling and easy-to-use chatbot experiences for their customers. The management team has over 11 years of sophisticated UI/UX design and deployment experience for millions of Fortune 500 end users.

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