

Contact center automation: Are you a top CX provider in the insurance industry?

Leading insurance providers all have one thing in common – great customer experience (CX). If your CX is less than stellar, you're already behind.

The solution is to turbocharge CX with communications automation and GenAI. The result is best-in-class CX, without having to hire additional staff.

When implementing communications automation with GenAI at your insurance organization, **aim for the following criteria to ensure your implementation will meet your CX goals.**

1. Operational efficiency	Yes	No
Can your communications automation with GenAI solution help you streamline operations, scale on demand, and become leaner?		
<p>Using communications automation with GenAI results in:</p> <ul style="list-style-type: none"> • AI-driven hyper-automation, with the ability to manage 90%¹ of customer interactions. • Optimized workflow that handles data and reduces average handling time. • Increased first call resolution rates through AI-powered call routing and predictive analytics. 		

2. Customer experience (CX)	Yes	No
Can your communications automation with GenAI solution deliver self-service functionality across multiple, interconnected channels?		
<p>Using self-service results in:</p> <ul style="list-style-type: none"> • Higher CSAT scores through quicker response times and accurate resolutions. • Improved NPS through enhanced customer experience. • Personalized interactions, based on historical data and behavior, leading to a more engaging customer experience. 		

3. Technology integration and innovation	Yes	No
Does your communications automation with GenAI provider:		
<ul style="list-style-type: none"> • Seamlessly integrate with your contact center or unified collaborations solution? • Experience regular, innovative updates? 		
<p>CX isn't a set-it-and-forget-it strategy. Top insurance providers stay on the cutting-edge using:</p> <ul style="list-style-type: none"> • Advanced AI with machine learning for predictive analytics, customer sentiment analysis, and decision-making support. • Omnichannel support that provides a seamless, consistent experience across phone, chat, email, and more. • Immediate insights through real-time analytics and performance reporting, helping in quick decision-making and strategy adjustments. 		

4. Cost efficiency	Yes	No
Does your communications automation and GenAI solution increase revenue while decreasing labor costs?		
<p>Your communications automation with GenAI solution should:</p> <ul style="list-style-type: none"> • Reduce your cost per contact via operational efficiency and reduced handling time. • Offset human agents, allowing for increased customer interactions without the need for additional staff. • Achieve higher, faster ROI – within 90 days – with combined savings in operational costs and improved performance metrics. 		

5. Compliance and security	Yes	No
Does your communications automation with GenAI provider go above and beyond for compliance and security?		
<p>At minimum, your communications automation with GenAI provider should:</p> <ul style="list-style-type: none"> • Maintain a secure production network, subjected to regular vulnerability testing. • Adhere to disciplined network access procedures, limited to authorized personnel. • Conduct highly disciplined, monitored upgrades to the network and network systems. • Direct private circuits into and out of their network. • Encrypt signaling, voice, and media (TLS/SRTP). • Provide SMS APIs that power two-factor authentication and instant fraud alerts. • Never collect/store DTMF digits or audio recordings. • Maintain Service Provider Level 1 PCI compliance. • Hold SOC2 Type II certification. 		

1: 90% of customer interactions

Elevate your communications strategy today

Implement contact center automation through a communications automation provider to become a top CX provider in the insurance industry.

IntelePeer's Communications Automation Platform is designed with insurance contact centers in mind, offering a tailored solution that streamlines your processes, increases revenue, saves costs, and delights your customers.



Are you ready to unlock the power of communications automation with GenAI in the contact center? **Schedule a demo today.**

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