

Top 7 reasons why insurance workflow automation is essential for modern insurers

Insurance workflow automation in the contact center streamlines operations, reduces costs, allows for faster time to ROI, and ultimately improves customer experience. Leveraging the power of communications automation with generative AI (GenAI) allows insurers to deploy intelligent insurance workflow automation and systematize critical processes with the following benefits:

#1
Higher claim & policy processing efficiency

70%¹ of companies say that automating their workflows gives them a solid competitive advantage.

Insurance workflow automation supplemented with GenAI allows companies in the industry to process claims and policies faster and more effectively.

#2
Error reduction

30%² of companies that deploy workflow automation benefit from error reduction.

Automating repetitive and data-intensive tasks leads to enhanced accuracy, improved compliance, and lower risk of legal issues.

#3
Better fraud detection

\$308 billion³ is the annual loss from insurance fraud in the U.S. each year.

To prevent fraud-related losses, leverage communications automation with GenAI to analyze large volumes of data to detect unusual patterns and flag potentially bogus claims.

#4
Efficient record management

Automation can improve data accuracy rates by up to 90%⁴ and reduce the error rate of data processing by 25%⁵.

Insurance workflow automation has a significant impact on how efficiently data and records are managed across industries by eliminating human error.

#5
Lower costs

\$46,000⁶ is the average annual savings that companies incur from automating workflows.

Insurance workflow automation lets insurers save money as they become more efficient and achieve an elevated level of automation.

#6
Higher customer experience

43%⁷ of organizations invest in workflow automation to improve customer service.

With workflow automation, insurance companies can offer omnichannel, personalized communications and streamlined processes to improve customer service.

#7
Higher revenue

Automating workflows can yield an 18%⁸ increase in revenue growth.

Adopting insurance workflow automation improves customer experience and customer loyalty, increasing the potential for higher profitability.

Deploy insurance workflow automation and transform your organization today.

Using IntelPeer’s communications automation with GenAI solution to automate your workflows, your insurance company can benefit from faster, more accurate claims and policy processing, fewer to no errors, improved fraud detection, lower costs, and higher customer service in the insurance industry.

IntelPeer’s communications automation solution 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 for insurance companies? Schedule a demo today.

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