# avoira

# How are the best Insurance companies benefitting from Ai?

## Read the top 10 reasons.

As Artificial Intelligence (Ai) gets adopted across the world, these are the key areas that we are seeing Insurance companies benefit from Ai...

## 1. Vulnerability Identification

- Identification and Action of Caller Vulnerabilities: Ensuring that agents can identify and appropriately handle caller vulnerabilities as defined by the Financial Conduct Authority (FCA).

- Providing Evidence of Adherence: Demonstrating through verifiable data that the company adheres to the FCA Outcomes Framework, which includes treating customers fairly and ensuring fair outcomes for all.

## 2. NPS/CSAT Prediction

- Through Ai, every interaction receives a customer happiness, Net Promoter (NPS / CSAT) score enabling your business to gain a clearer understanding of customer experience & process issues across your touchpoints.

### 3. Auto-Call Summary

- Utilise GenAi to speed up call wrap time, ensuring accurate details for every interaction. This ensures an accurate summary and allows the agent to move on to the next customer.

### 4. Increased Sales

- Boost sales by highlighting effective sales techniques, objection handling, and personalised customer questioning. Identify upsell opportunities, such as adding critical illness insurance or family coverage. Prompting live in the moment, to maximise every sale opportunity.

### 5. Identify Top Performers

- Ai can identify top performing agents and facilitating the sharing of best practices across the team.

### 6. Compliance Adherence

- Automatically verify compliance with DPA, cooling off periods, and policy amendments.

- Ensure adherence to regulatory requirements, reducing risks and providing peace of mind.

### 7. Auto QA

- Automatically and impartially score every interaction, providing a true ongoing score of agent performance. Ensure compliance with FCA standards and identify training needs.

- Empower Team Leaders and Quality Managers with insights, making evaluations valuable rather than demotivating.

### 8. Agent Wellbeing

- Ai identifies difficult conversations and potential abuse, contributing to reduced attrition and staff absence. Fostering a healthier work environment, it supports the wellbeing of your frontline staff.

## 9. Auto Call Categorisation

- Automatically identify and categorise the most common reasons for customer contact, providing an accurate volume of these reason for contact, which could be new policies, contract amendments, claim submissions, and payment issues. Pinpoint customer pain points, in-efficient company processes and streamline resolution processes.

## 10. Efficient Complaint Handling

- Ai can address common reasons for complaints with data backed insights.

- Streamline processes, enhance script adherence, and improve overall complaint resolution.

# How do the best insurance companies achieve all of this with Ai?

Enterprise Speech & Interaction Analytics with live in the moment prompts & alerts.

# Want to find out more?

**Click here**

info@avoira.com    0333 001 5151    avoira.com