Insurer uses Nividous Smart Bots to allow Customer Service Automation

Organization

The customer is a leading insurance company that offers retail, commercial, personal, and rural insurance solutions to individuals and corporates to help them manage and mitigate risks. Having established its credentials in this segment and effectively leveraging on the skill set of both its joint venture partners, the customer has evolved to become a total insurance solutions company.

Challenges

The customer receives several service requests via email across various processes. At least a hundred emails are received daily for one process e.g., the payment and renewals process in their email management software, Talisma. A designated case manager had to spend over four hours to manually identify the case type, classify it into a specific category and assign it to a respective representative for further processing. The entire process was highly time-consuming and did not allow the employees to perform more productive tasks.

Solution

The entire process was automated using AI-enabled Nividous RPA Bots, which improved the service delivery significantly and reduced the process turnaround time by 95%. Nividous RPA Bots monitored incoming emails in Talisma at regular intervals. Upon receiving a new email, the Bots used Machine Learning to read and understand the email content and then classify it into a specific category by moving email to a folder of that specific category for service desk agent to work on. For the low confidence level, Bots also moved the emails to an exception folder for manual categorization. Customer has started rolling out the solution to cover more categories and add more classification details to further improve efficiency.

Processes automated

- **Customer case classification**
- Batch jobs upload process
- Payment reconciliation

Industry

Insurance

> We have seen tremendous improvement in our performance metrics since deploying Nividous Smart Bots to automate the manual labor involved in the customer service operations. We plan to scale up the solution for other processes and expand the use of the Smart Bots for different departments.
>
> VP, Service Desk Operations
> *A Leading Insurance Firm*

For more information on how insurers use Nividous platform visit:
https://nividous.com/case-studies#Insurance

Benefits

90%
Reduction in manual efforts

95%
Reduction in turnaround time

80%
Improved productivity