



Transforming Insurance Operations with Intelligent Automation

Our technology automates tasks, reduces response times, and improves interaction accuracy.

ACAI supports claims automation including FNOL, roadside assistance, assists adjusters, and streamlines policy management for more efficient operations. We can go live with MVP release in 90 days with prebuilt conversations, workflows and connectors.

What Can ACAI Do For You?



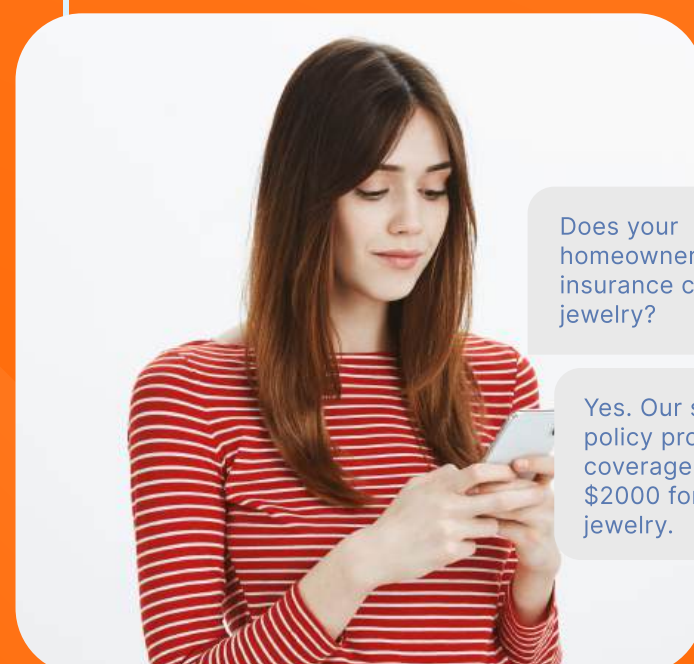
Learn your Processes, Products, Services & Customers



AI works beside your Customer Service Representatives



Create AI Conversations through Voice, Chat and SMS



Does your homeowner's insurance cover jewelry?

Yes. Our standard policy provides coverage of up to \$2000 for highvalue jewelry.



Key Benefits



Increased Efficiency

Automated Processes: Streamlines routine tasks, reducing the time and effort required for claims processing, policy management, and customer support.

Faster Response Times: Enhances operational speed by providing instant responses and real-time updates, leading to quicker resolution of customer issues.



Enhanced Customer Experience

24/7 Availability: Offers round-the-clock support for customers, ensuring their needs are met anytime, anywhere.

Personalized Interactions: Delivers personalized service by understanding and addressing individual customer needs through advanced AI capabilities.



Cost Reduction

Lower Operational Costs: Reduces the need for extensive employee headcount, cutting down on administrative and operational expenses.

Minimized Errors: Decreases the likelihood of human errors, resulting in fewer costly mistakes and improved accuracy in all processes.



Empowered Workforce

Agent Support: Equips insurance agents with smart tools to manage routine inquiries, freeing them to focus on more complex tasks.

Real-time Data Access: Provides agents with the latest information, improving accuracy and timeliness in assistance.



Scalability and Flexibility

Adaptable Solutions: Effortlessly scales with growing data and complex queries, ensuring consistent performance as your business expands.

Seamless Integration: Integrates with existing systems and processes, making it easy to implement and adapt to your specific needs.



Proactive Management

Proactive Alerts and Notifications: Sends reminders and alerts for policy renewals, payments, and other important events, keeping customers informed and engaged.

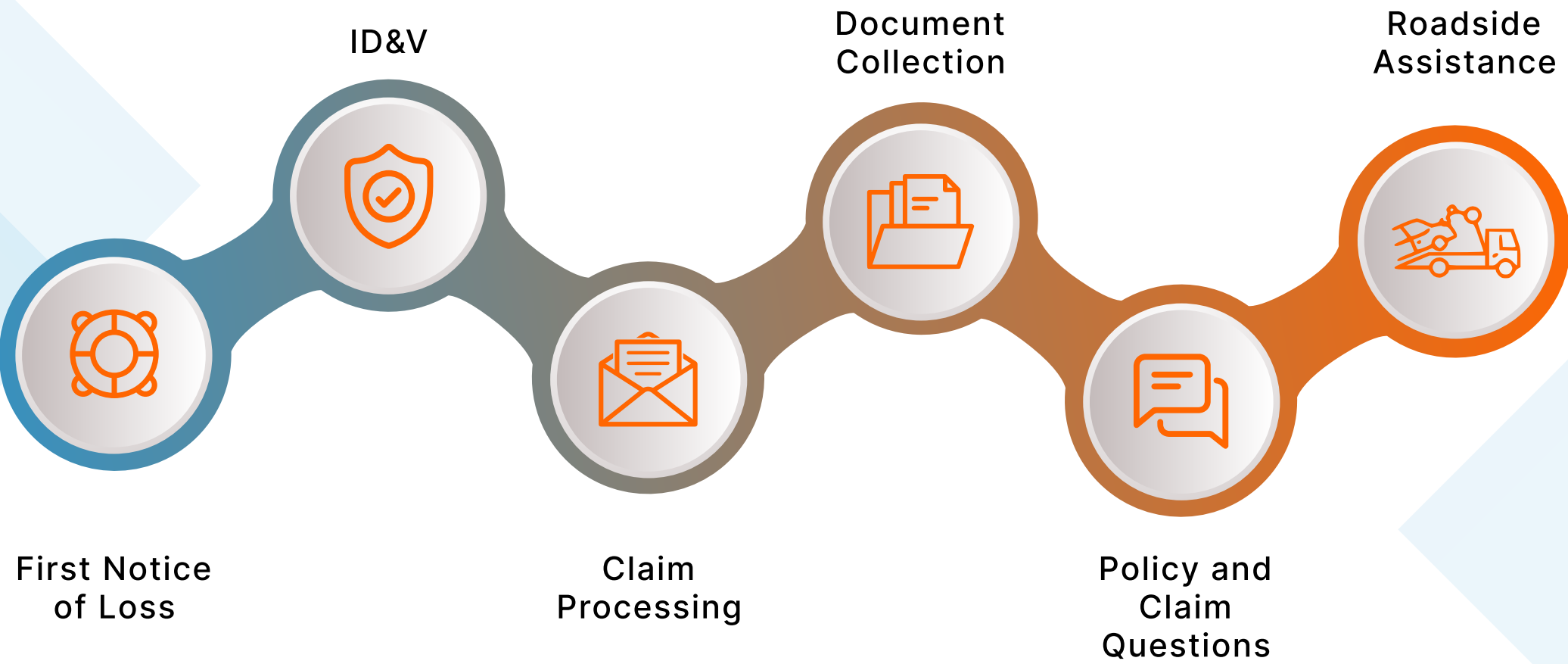
Predictive Analysis: Utilizes AI to predict customer needs and behaviors, allowing for proactive and personalized service.

ACAI's Pre-built Use Cases

We can implement AI-driven solutions utilizing Conversational and Generative AI in as little as 90 days. The accompanying image illustrates various common procedures that can be quickly automated, either partially or fully.

ACAI comes pre-configured and deployment-ready, tailored to your specific needs. No coding, conversation design, or development is required from your team. Consider us as your new digital employees ready to work. You can implement a basic identity verification bot or an interactive voice response system in a matter of weeks.

Pretrained Insurance Skills



First Notice of Loss (FNOL)



Location Sharing for Roadside Assistance

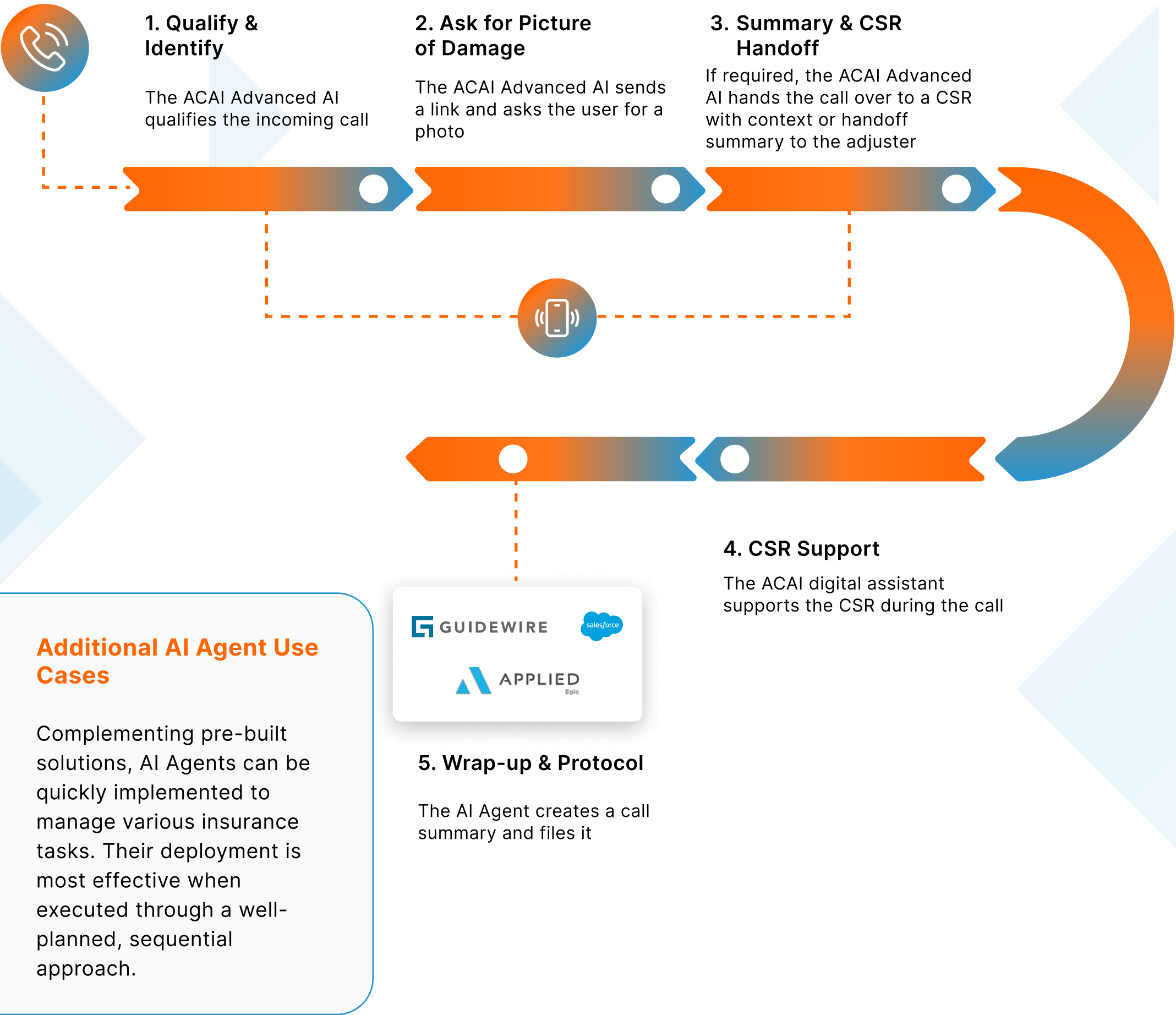


Automated ID&V

- Customer name
- DOB
- Account number
- License plate number



Sample use case: First Notice of Loss



Zero Knowledge Bots

Do not require access to personal or sensitive information

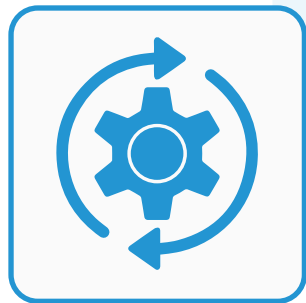
Agent Augmentation Bots

Gather identification information and integrate with Guidewire, Salesforce, or your CRM

End to End Bots

For integrated, automated full-service customer journeys

Sample use case: Digital Worker for Adjusters



1. Task Automation

- **Routine Task Management:** Automates routine tasks such as document collection, status updates, and appointment scheduling, allowing adjusters to focus on critical activities.
- **Integration with Existing Systems:** Seamlessly integrates with your current systems to provide real-time updates and data consistency.



2. Enhanced Accuracy

- **Error Reduction:** Minimizes manual errors by ensuring data consistency and completeness across all processes.



3. Improved Efficiency

- **Faster Processing:** Accelerates claim resolution times by automating repetitive tasks and ensuring adjusters have all necessary information at their fingertips.

ACAI's Digital Worker for Adjusters

Empower Your Team: Give your adjusters the tools they need to excel. By automating routine tasks, your team can focus on delivering exceptional service and making informed decisions.

Drive Operational Excellence: Enhance the efficiency and accuracy of your claims process. Our solution integrates seamlessly with your existing systems, ensuring consistency and reducing manual errors.

Enhance Customer Satisfaction: Deliver faster, more accurate claim resolutions. With real-time updates and personalized communication, your customers will experience improved service and support, leading to increased loyalty and retention.

Sample use case: Roadside Assistance

3. Location Provision

Offer live location sharing via SMS or call for convenience:
Call: Confirm location details over the phone and dispatch assistance.
SMS/Chat: Send an SMS request, collect and confirm live location details, then dispatch assistance.

2. Service Request Collection

Determine the specific roadside assistance service required, such as towing, battery jump start, or other support.

1. Qualify & Identify

The AI Agent can authenticate and qualify the incoming call



3

2

1



4

5

4. Customer Service Representative (CSR) Support

If additional assistance is required, seamlessly connect the customer to a live CSR for further support and guidance.

5. Service Confirmation

Confirm that roadside assistance has been dispatched and provide an estimated time of arrival to the customer.

Immediate Response

24/7 Availability: Automates customer interaction for roadside assistance requests, providing instant responses and updates anytime, anywhere.

Location Tracking: Integrates with map to provide accurate location tracking and efficient dispatch of assistance.

Service Coordination

Streamlined Communication: Facilitates communication between service providers and customers, ensuring timely support and enhancing customer satisfaction.

Real-time Updates: Keeps customers informed with real-time updates on the status of their assistance request.

Sample use case: Service and Support for Policy Management

Policy Inquiries

- **Conversational Interface:** Allows customers to inquire about policy details, renewals, and modifications through a user-friendly conversational interface.
- **Automated Assistance:** Provides instant, accurate responses to common policy-related questions.

Billing Support

- **Automated Billing Inquiries:** Handles billing inquiries, payments, and invoice generation efficiently, reducing the burden on human agents.
- **Proactive Notifications:** Sends reminders and alerts for policy renewals, payments, and other important events, ensuring customers stay informed.

Efficient Policy Management

- **Self-Service Options:** Empowers customers to manage their policies independently, enhancing satisfaction and reducing support load.



How ACAI's Advanced AI works for Policy Service and Support?



Qualify & Identify

The ACAI Advanced AI will verify the customer's identity through a secure process.



Identify Query Type

Determine whether the customer has a policy query, billing query, or policy-related query.



Handle the Query

Policy Query or Billing Query or Policy Management

Sample use case: AI Assistant for Customer Service Representatives

Enhanced Productivity

- **Support for Routine Inquiries:** Assists CSRs by handling routine inquiries, allowing them to focus on complex, high-value tasks.
- **Real-time Information Access:** Provides CSRs with instant access to customer data, policy details, and relevant information, improving response times and accuracy.

Efficient Issue Resolution

- **Intelligent Suggestions:** Utilizes AI to suggest solutions based on historical data and analysis, helping CSRs resolve customer issues quickly and effectively.
- **Comprehensive Support:** Ensures CSRs have all necessary information at their disposal, enhancing their ability to deliver top-notch customer service.

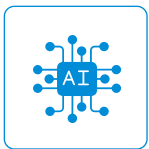


Key Benefits of AI Assistant

- **Transform Your Customer Service:** Elevate your service standards with our AI-driven solutions, empowering CSRs to deliver exceptional customer experiences.
- **Boost Efficiency and Accuracy:** Streamline operations with real-time data access and intelligent suggestions, reducing response times and increasing accuracy in issue resolution.
- **Achieve Greater Customer Satisfaction:** Enhance customer satisfaction by enabling your CSRs to handle inquiries efficiently and effectively, ensuring all customer needs are met promptly.

Sample use case: Advanced Cognitive Search

Natural Language Understanding



Advanced AI Processing: ACAI's cognitive search understands and processes natural language queries, delivering accurate and relevant responses tailored to user intent.



Contextual Awareness: Recognizes the context of queries to provide precise information that meets the user's needs.

Billing Support



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Efficient Policy Management



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Advanced Data Integration

1. Unified Search

Cross-Database Integration: Integrates data from multiple sources, allowing agents and customers to perform comprehensive searches across various databases seamlessly.

Knowledge Management: Efficiently organizes and retrieves information, ensuring quick access to necessary data.

2. Scalable Solutions

Adaptable Infrastructure: Scales effortlessly to accommodate growing data volumes and complex query requirements, ensuring consistent performance.

