Enterprise Bot www.enterprisebot.ai

InsurAI

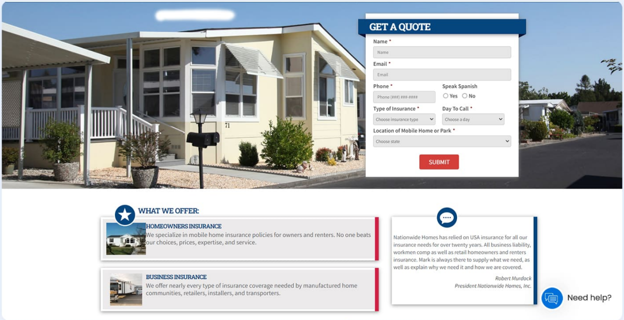
Making your insurance processes more seamless and fluidic with Conversational AI.

To make it simpler, we've shown how each of our solutions helps the customer and the logistics provider along every step of the journey.

> ***Note:*** *Amanda and the Insurance establishment 'Orbit Insurance' are fictitious and are purely for explanatory purposes.*

Visiting the insurance provider's website for a new policy

Amanda visits Orbit Insurance's website to browse for policies



GET A QUOTE

Name *
Email *
Phone * Phone (###) ###-####
Speak Spanish ○ Yes ○ No
Type of Insurance * Choose insurance type
Day To Call * Choose a day
Location of Mobile Home or Park * Choose state

WHAT WE OFFER:

HOMEOWNERS INSURANCE
We specialize in mobile home insurance policies for owners and renters. No one beats our choices, prices, expertise, and service.

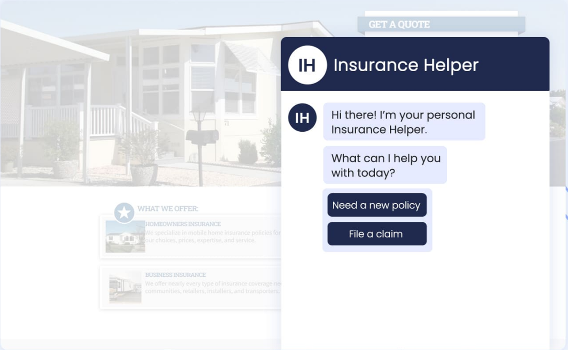
BUSINESS INSURANCE
We offer nearly every type of insurance coverage needed by manufactured home communities, retailers, installers, and transporters.

Nationwide Homes has relied on USA insurance for all our insurance needs for over twenty years. All business liability, workmen comp as well as retail homeowners and renters insurance. Mark is always there to supply what we need, as well as explain why we need it and how we are covered.

Robert Murdock
President Nationwide Homes, Inc.

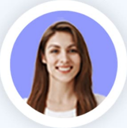
SUBMIT
Need help?

The Intelligent Virtual Assistant named Insurance Helper (IH) pops up when Amanda visits the website.

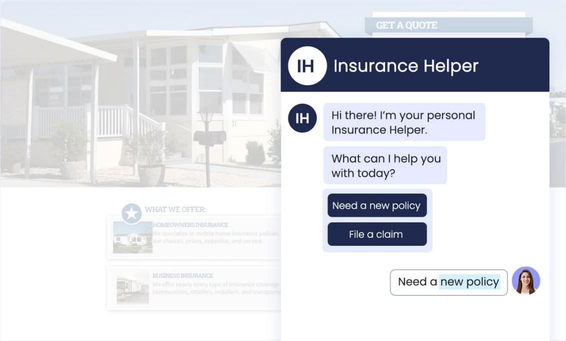

GET A QUOTE
WHAT WE OFFER:
HOMEOWNERS INSURANCE
BUSINESS INSURANCE
IH
Insurance Helper
Need a new policy
File a claim

Hi there! I'm your personal Insurance Helper.

What can I help you with today?



Amanda responds with her requirements


GET A QUOTE
WHAT WE OFFER:
HOMEOWNERS INSURANCE
BUSINESS INSURANCE
IH
Insurance Helper
Need a new policy
File a claim

Hi there! I'm your personal Insurance Helper.

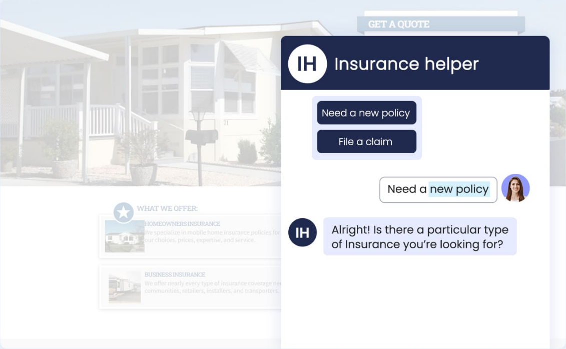
What can I help you with today?

Need a new policy

Recognized Values

Intent: New Policy

The Intelligent Virtual Assistant analyzes the conversation and asks for a specific details to narrow down the search

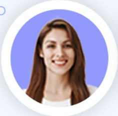

GET A QUOTE
WHAT WE OFFER:
HOMEOWNERS INSURANCE
BUSINESS INSURANCE
IH

Insurance helper

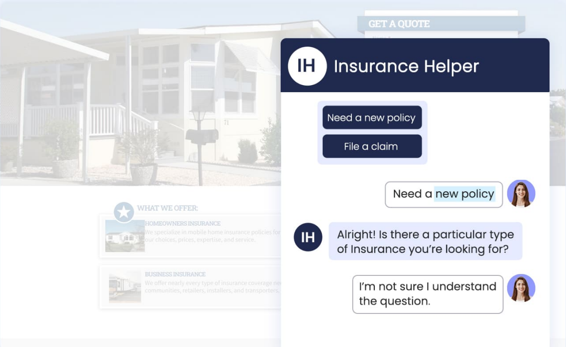
- Need a new policy
- File a claim

Need a new policy

Alright! Is there a particular type of Insurance you're looking for?



Amanda tells the Insurance helper that she doesn't understand the question


GET A QUOTE
WHAT WE OFFER:
HOMEOWNERS INSURANCE
BUSINESS INSURANCE
IH

Insurance Helper

- Need a new policy
- File a claim

Need a new policy

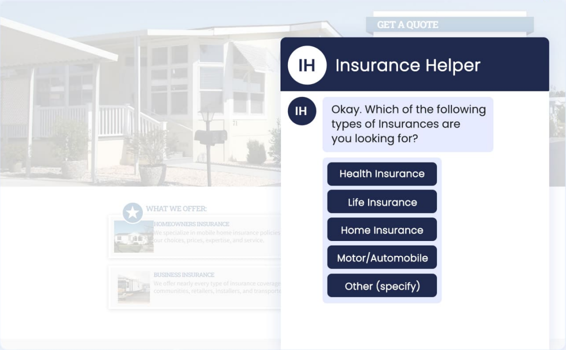
Alright! Is there a particular type of Insurance you're looking for?

I'm not sure I understand the question.

Recognized Values

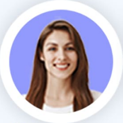
Intent: New Policy

The Intelligent Virtual Assistant provides multiple-choice options to help Amanda enter an accurate response.

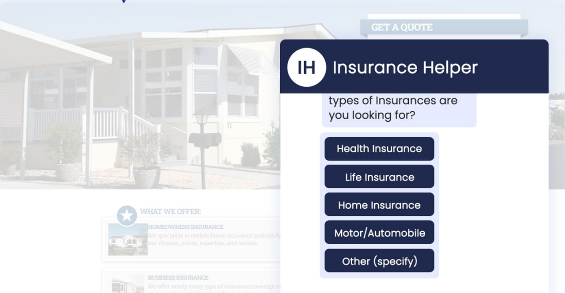

GET A QUOTE
IH
Insurance Helper
IH

Okay. Which of the following types of Insurances are you looking for?

Health Insurance
Life Insurance
Home Insurance
Motor/Automobile
Other (specify)
WHAT WE OFFER:
HOMEOWNERS INSURANCE
We specialize in mobile home insurance policies
our choices, prices, expertise, and service.
BUSINESS INSURANCE
We offer nearly every type of insurance coverage
communities, retailers, installers, and transporte



Amanda enters the response, which helps the Bot figure out the accurate requirement.

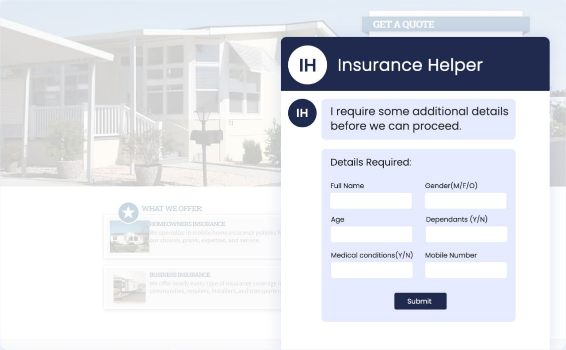

GET A QUOTE
IH
Insurance Helper

types of Insurances are you looking for?

Health Insurance
Life Insurance
Home Insurance
Motor/Automobile
Other (specify)
WHAT WE OFFER:
HOMEOWNERS INSURANCE
We specialize in mobile home insurance policies fo
our choices, prices, expertise, and service.
BUSINESS INSURANCE
We offer nearly every type of insurance coverage

communities, retailers, installers, and transporters

The Intelligent Virtual Assistant collects preliminary information to proceed with the policy purchase.



WHAT WE OFFER:

HOMEOWNERS INSURANCE

We specialize in mobile home insurance policies f

our choices, prices, expertise, and service.

BUSINESS INSURANCE

We offer nearly every type of insurance coverage n

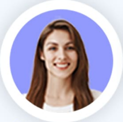
communities, retailers, installers, and transporters

Insurance Helper

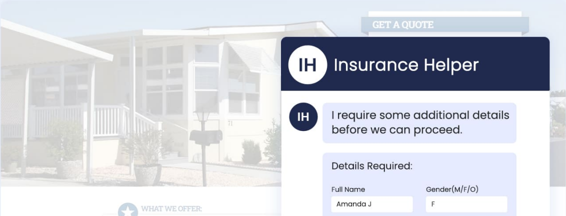
I require some additional details before we can proceed.

Details Required:

Full Name	Gender(M/F/O)
Age	Dependants (Y/N)
Medical conditions(Y/N)	Mobile Number



Amanda enters in the details that the Bot requires.



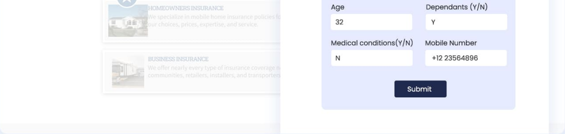
Insurance Helper

I require some additional details before we can proceed.

Details Required:

Full Name	Gender(M/F/O)
Amanda J	F

WHAT WE OFFER:


HOMEOWNERS INSURANCE
BUSINESS INSURANCE
Submit

Age: 32

Dependants (Y/N): Y

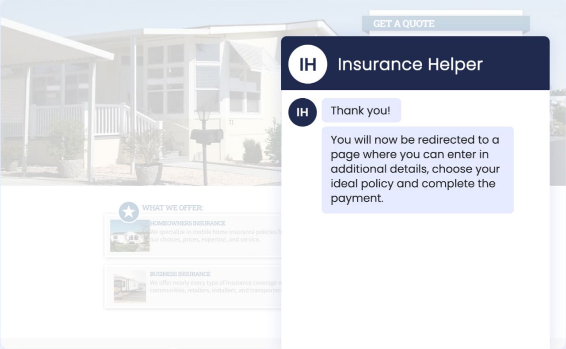
Medical conditions(Y/N): N

Mobile Number: +12 23564896

We specialize in mobile home insurance policies f… our choices, prices, expertise, and service.

We offer nearly every type of insurance coverage n… communities, retailers, installers, and transporters

The Intelligent Virtual Assistant then guides Amanda to the checkout page to help complete the policy paperwork and premium payment.


GET A QUOTE
Insurance Helper
IH
WHAT WE OFFER:
HOMEOWNERS INSURANCE
BUSINESS INSURANCE

IH: Thank you!

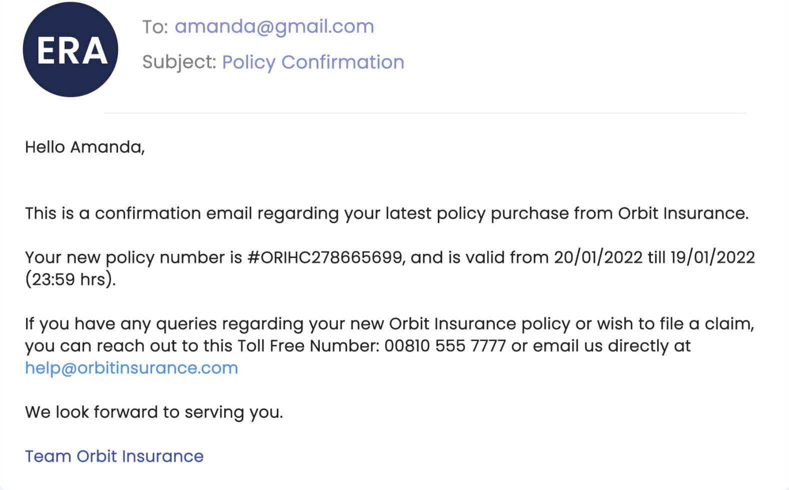
You will now be redirected to a page where you can enter in additional details, choose your ideal policy and complete the payment.

We specialize in mobile home insurance policies f… our choices, prices, expertise, and service.

We offer nearly every type of insurance coverage n… communities, retailers, installers, and transporters

Receiving confirmation of policy purchase via an automated Email Response Assistant (ERA)

Email Response Automation Auto-reply



To: amanda@gmail.com

Subject: Policy Confirmation

Hello Amanda,

This is a confirmation email regarding your latest policy purchase from Orbit Insurance.

Your new policy number is #ORIHC278665699, and is valid from 20/01/2022 till 19/01/2022 (23:59 hrs).

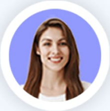
If you have any queries regarding your new Orbit Insurance policy or wish to file a claim, you can reach out to this Toll Free Number: 00810 555 7777 or email us directly at help@orbitinsurance.com

We look forward to serving you.

Team Orbit Insurance

Within a few weeks after receiving the health insurance policy confirmation, Amanda is admitted to a hospital to have her appendix removed.

Filing or Recording an insurance claim via our AI-powered Voice Assistant (AIVA)



Amanda calls the Orbit Insurance 24/7 helpline number

Dialing...
1-800-3755

trying to connect with IVR

The voicebot answers

AIVA

Hi. I’m AIVA. How can I be of assistance to you today?

I have admitted myself for appendicitis and would like to file a claim.

AIVA

Sure. I can help you. Have you been admitted to one of our affiliated medical institutions?

I’m not sure. I’m currently at Mount Zion hospital on East Maria Road.

AIVA

Thank you. Mount Zion hospital on East Maria Road is one of our affiliations. You are eligible for a cashless claim.

That’s good news. What should I do?

A unique code has been sent to your registered email address. Submit this at the hospital desk and the rest is taken care of.

AIVA

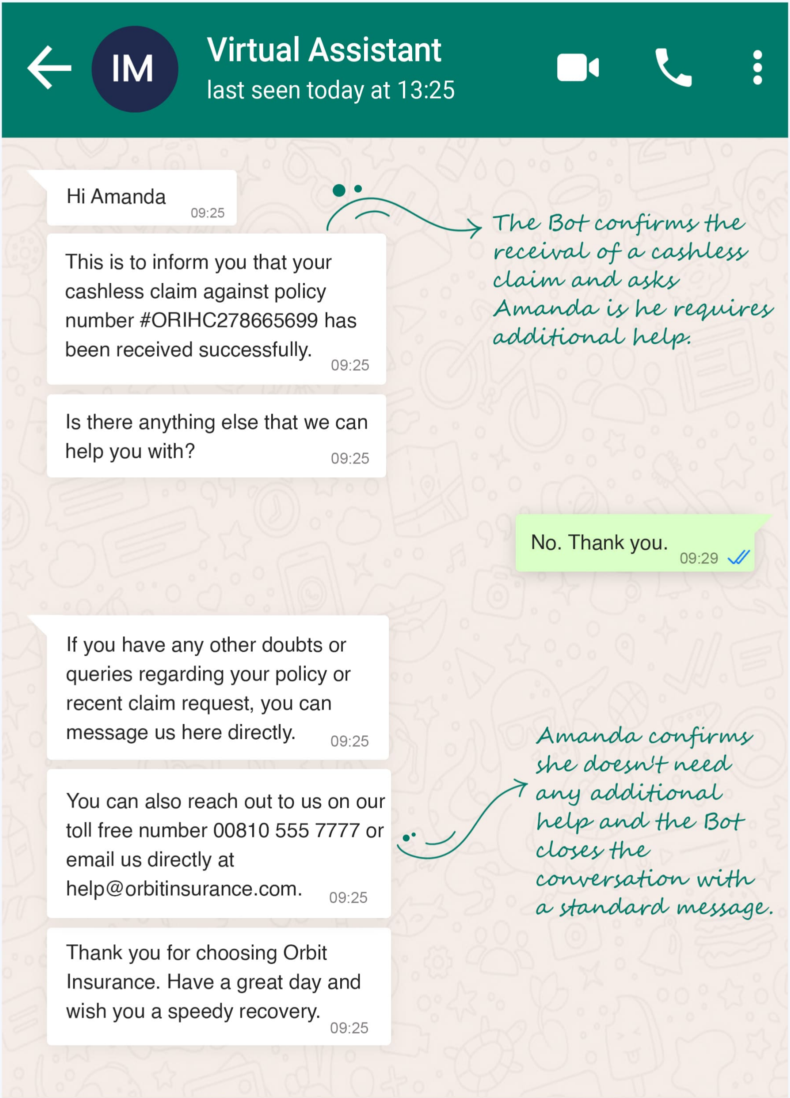
Thank you.

Thank you for choosing Orbit Insurance. Wishing you a speedy recovery.

AIVA

After the unique ID is submitted to the hospital desk, Amanda receives a confirmation of her cashless claim via a messaging app (WhatsApp).

Confirmation of claim request via an Instant Messaging (IM) Virtual Assistant (Whatsapp Help)



Virtual Assistant
last seen today at 13:25

Hi Amanda 09:25

This is to inform you that your cashless claim against policy number #ORIHC278665699 has been received successfully. 09:25

Is there anything else that we can help you with? 09:25

No. Thank you. 09:29

If you have any other doubts or queries regarding your policy or recent claim request, you can message us here directly. 09:25

You can also reach out to us on our toll free number 00810 555 7777 or email us directly at help@orbitinsurance.com. 09:25

Thank you for choosing Orbit Insurance. Have a great day and wish you a speedy recovery. 09:25

The Bot confirms the receival of a cashless claim and asks Amanda is he requires additional help.

Amanda confirms she doesn't need any additional help and the Bot closes the conversation with a standard message.

If you're interested in knowing how this suite of solutions can help your insurance business or if you're looking for an answer to your own unique set of needs, get in touch with our experts today.

Let's Get Talking