AutoPilot. | Financial Services

AutoPilot provides first line support and ensures that customers have the answers they are looking for on a public website or inside the customer application.

The problem

Insurance companies have a vast amount of products and areas they service. As such, they receive many questions from their customers. These questions can be very general or specific to cases. The general questions could easily be resolved by the customers themselves, however due to the large amount of information on a website, it is often hard to navigate to the place where customers can find the answer. Some companies are implementing chatbots to try and resolve customer's questions automatically, however these systems are more frustrating than helpful because they don't understand the questions the customer is asking, because they are manually built up question answer trees by humans. If a customer writes something the chatbot has not seen before, it will not be able to do anything.

| 30% decrease in calls and chats | Solution implemented in 4 weeks | Complex cases handed off to customer service employees |

The solution

raffle AutoPilot is a first line support system that can answer customer questions directly on the company website or inside an application. Unlike a chatbot, AutoPilot is trained on large amounts of data so it can understand the questions coming in. And with every new question the system becomes smarter.

We have achieved 30% resolution of questions. More complex cases that AutoPilot is not designed to answer get seamlessly handed over to customer service agents through different channels like phone, email, live chat etc.
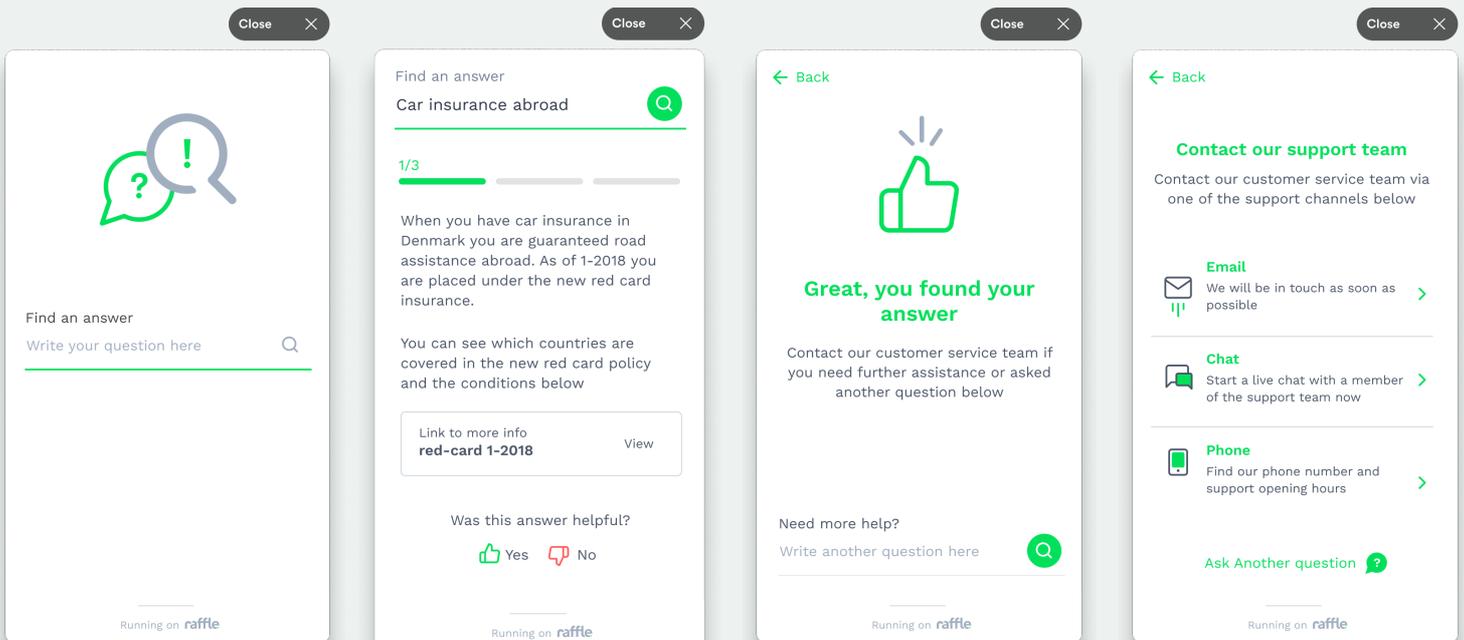
Customer asks a question

They get relevant answer

31.5% customer queries resolved

Handover to customer service systems