![Enghouse Interactive logo]

Presence Suite for

Insurance

Insurance is a fiercely price competitive industry, in which consumers are faced with a myriad of choices – obtaining the desired coverage for the lowest cost. It is therefore critical for insurers to not only attract new customers, but to retain current customers by providing excellent customer service and superior claims processing. Insurers want to provide a consistent, tailored customer experience that flows seamlessly from one channel to another as the conversation demands. Enghouse Interactive empowers both insurers and customers with an all-in-one, multi channel contact center solution.

Policy Holder Access

Policy holders now expect 24 x 7 access across many communication channels. The Presence Suite offers contact centers multiple ways to interact with the customer at any time of day – including voice, email, chat, SMS, fax and social media networks, ensuring that each issue is promptly handled, no matter the medium. By combining self service options with agent interactions, policy holders are always able to obtain product and service information, make bill inquiries or payments, submit or check a claim, or request services such as roadside assistance or flood clean up. Also, in addition to interactions initiated by the policy holder, **Presence Outbound and RoboDialer** allow insurers to broadcast simple automated messages to a specific subset of policy holders, such as payment or policy renewal reminders – allowing them to then make the payment directly through the IVR or route to a live agent. Convenience is a key factor in providing top notch customer service.

Automation

Automating tasks not only significantly increases productivity, it also reduces the bottom line costs by decreasing redundancy and the paper trail, as well as the amount of manual input and human error. **Presence BackOffice** helps to automate many administrative tasks, such as policy updates and application processing, as well as improving the underwriting process. **Presence Reporting** can monitor current and historical data, identifying trends and process flows, to streamline operations and further minimize expense.

Faster and Better Claims Processing

An insurance claim can mean a variety of things to a policy holder – a car accident, a fire, a health issue – even life. In these unexpected events, it is critical that the insurance company's customer service exceeds all expectations. Enghouse Interactive understands that policy holders expect their insurance carrier to provide them peace of mind. **Presence IVR and Presence Intelligent Routing** are able to direct the request to the correct agent or department, so the policy holder can get immediate response. Implementing a unified system allows the insurer a 360 degree view of the policy and the claim, shared cross departmentally – so each touch point, from the claims agent to the adjuster, can view the current information and status. Superior claims processing and service reduce the risk of a policy holder moving to another provider. Insurers can stand out through the handling of customer claims – where responsive treatment of difficult situations can mean added value to customers.

With Presence Suite for insurance, your contact center can:

- Provide sales support for self-directed channels
- Support cross-sell of additional products
- Create sales capacity in the agency
- Identify leads and life event indicators

Some benefits of Presence Suite for Insurance:

- 24 x 7 access
- Self service options
- Faster and Better Claims Processing
- Accelerated response time
- Automates administrative tasks
- Reporting for operations and sales
- Allows for automatic connection to 3rd party vendors, such as towing assistance
- Automated payment processing
- 360 degree view of the policy
- Automated messaging for payment and renewal reminders

Enghouse Interactive is the solution for insurers. Protect your policy holders. Promote excellent customer service. Provide Peace of Mind.

Scalable Technology

Enghouse Interactive solutions can be hosted on premise, Cloud or hybrid – thus helping to maximize stretching dollars. The solution is tailored specific to the insurer needs and is flexible to allow for future growth. Enghouse Interactive also understands the important role in supporting the environment and the incentives for going green. Our Cloud and Hybrid solutions eliminate outdated hardware, which helps reduce waste and recover costs.

24x7
Access

Accelerated
response time

presence suite

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For more information visit
www.enghouseinteractive.es/en