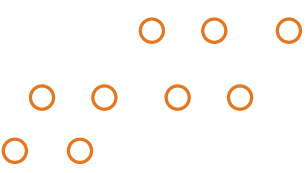


Transform Insurance CX with AI

When the global pandemic caused insurance customer inquiries to go through the roof while also sidelining much of the industry's support agent workforce, companies with robust online customer service operations were only modestly impacted.

Check out the figures below and then download the [Transforming Your Insurance CX with AI how-to guide](#).



Pandemic Numbers: 26% and 2X+



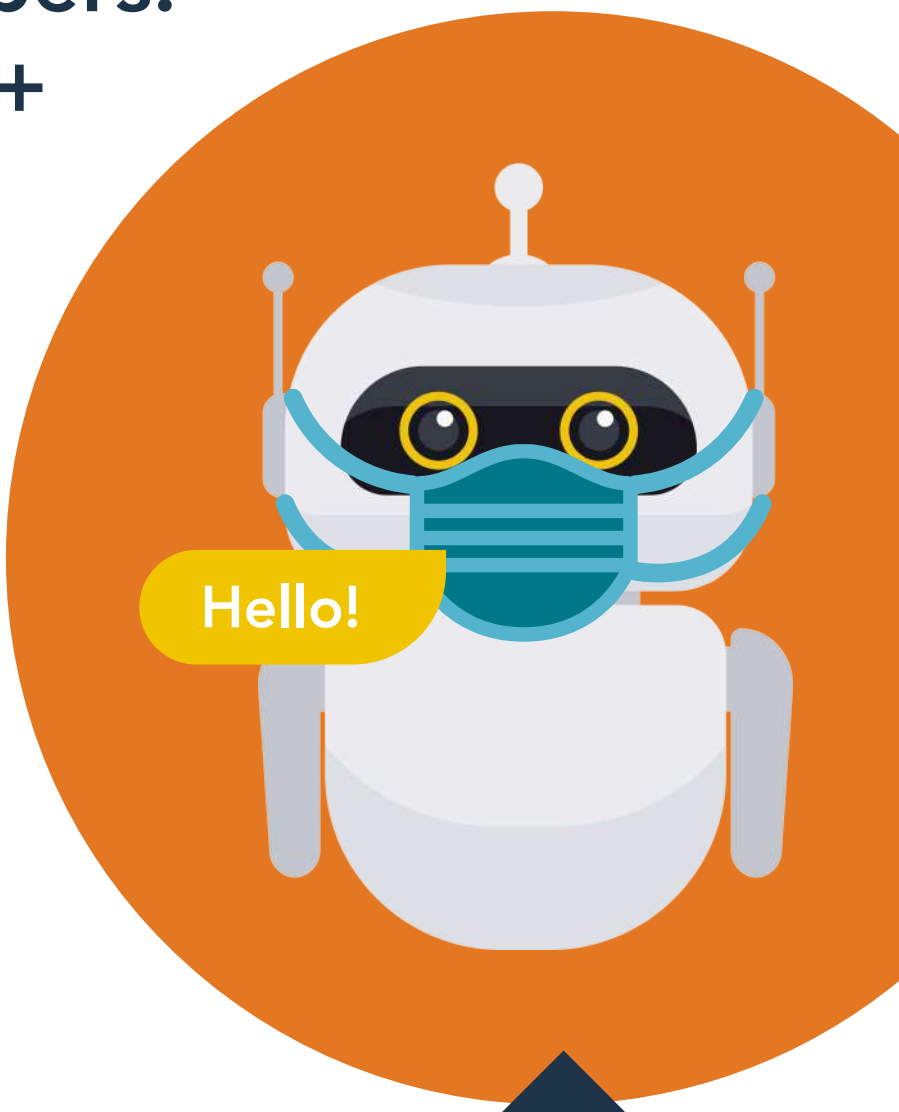
26%

reduction in live agent interactions



2X+

increase in bot interactions



The pandemic dramatically shifted customer service from live to virtual assistance.



86% of Customers Say they'll pay more for a better CX



An increased reliance on bots has increased CSAT.



41 Million per Minute

Messages shared on async messaging apps



Adding async messaging—including Facebook Messenger, WhatsApp, Apple Business Chat, Google Business Messages—is an easy, effective way to boost your web presence.



50% Digital Resolution Time

Insurance industry digital interactions are resolved in half the time of IVR contacts.



5 Keys to Transforming CX

- 1 Increasing web and digital presence
- 2 Making life easier for agents, too
- 3 Automating journeys and increasing self-service
- 4 Enabling visualization
- 5 Adapting content to any channel

From predicting what insurance customers want, simplifying interactions, and dynamically delivering the right information at the right time to automatically adapting content for any messaging channel—AI is key to insurance industry CX success.

