Global Insurance Company Uses AI to Improve Risk Management & Increase Customer Satisfaction by 43%

↑ **43%**

ADVANCED VIRTUAL ASSISTANT HELPS MITIGATE RISK OF CATASTROPHIC EVENTS

Customer Profile

Natural catastrophes such as wildfires and hurricanes have long-term economic consequences for both insurers and policy holders. A global insurance company utilized Artificial Intelligence (AI) to power their risk management efforts and selected Eva™, Openstream's advanced Conversational AI platform, as their solution. Eva enabled the company to develop and deploy an advanced, voice-enabled Virtual Assistant that was used by their multiple global markets (personal, global and combined).

Challenges	Solution	Results
It was necessary to be aware of catastrophic events as they occur and dynamically access various risk/exposure models	A multimodal Virtual Assistant was used to access relevant weather and policy holder data quickly on a mobile phone	Policy holders were grateful for mitigation efforts and customer satisfaction increased
Needed to identify properties that could be affected early on for minimizing exposure	Measurers were taken to minimize exposure to policy holders' property, including sending in private fire crews	Since deploying Eva, there was a reduction in the number of claims filed at the same time after a catastrophic event and business operations remained consistent
Current claims process was slow and it was difficult to handle a tremendous number of claims filed after an event	Adjusters could capture and share images with voice and ink annotations and view different risk models	

"Advanced Virtual Assistants are an ideal solution for insurers to streamline the catastrophic claims adjustment process."

↑ **43%** Customer Satisfaction

↓ **15%** Claim Submissions

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