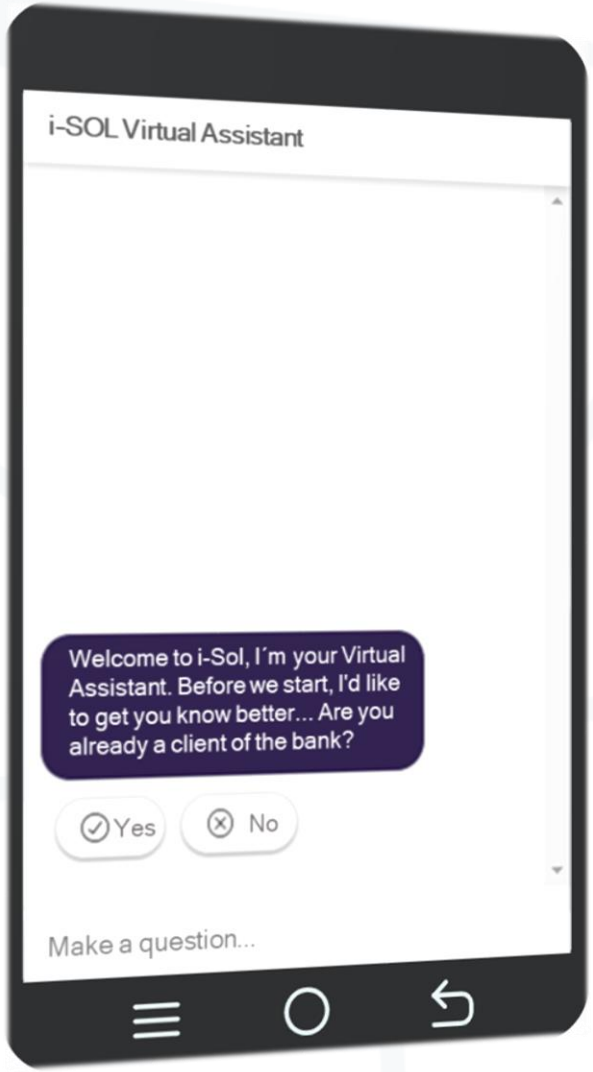


i-SOL
INSURANCE SOLUTIONS

Intelligence applied to business

Features

Virtual Assistant
This is a client-centered chatbot that emulates the service offered by a human agent. It is able to understand questions and carry out a variety of transactions quickly and easily.

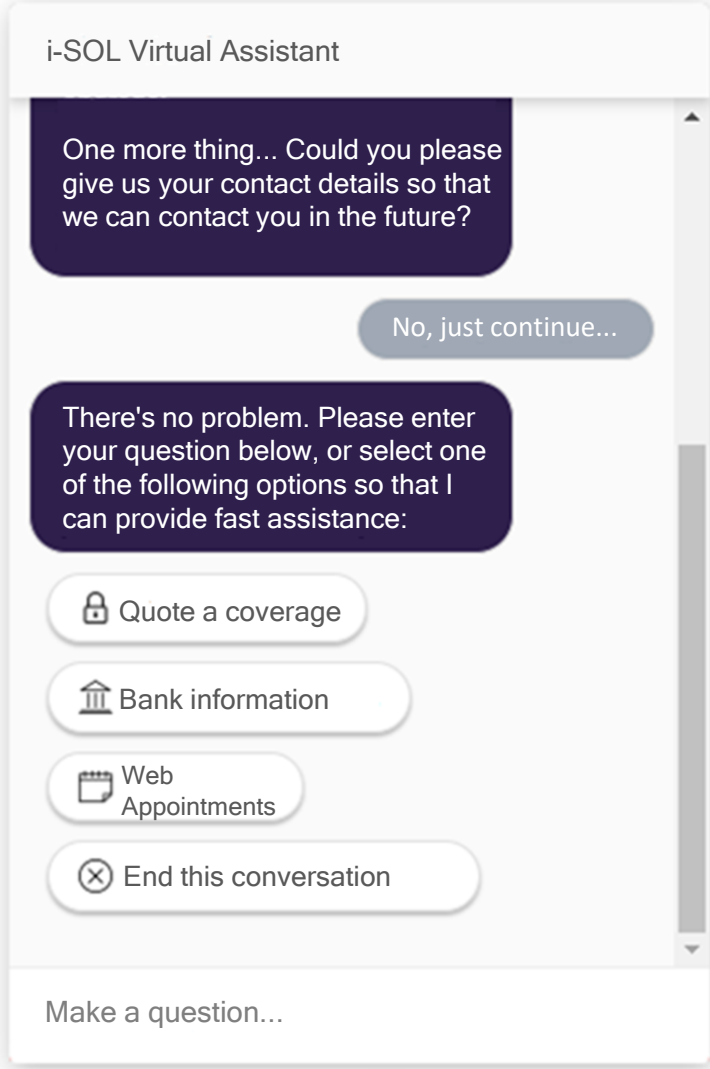
Intuitive Interface
It is user-friendly and can be easily operated, either in conversational mode via text input, or enriched mode, aided by quick access buttons to the main features.

Integration
The chatbot fully interacts with i-Sol, mostly for all insurance related transactions. With a layered architecture, it allows for a streamlined integration with clients' websites and other platforms.

Artificial Intelligence
The chatbot is equipped with Machine Learning technology that allows for training of the Virtual Assistant, so that it can provide answers to new questions or questions which were not previously understood, and carry out new transactions.

Flexibility
Both, its interface and circuits can be reconfigured to comply with the institutional design standards and business functions required by each organization.

.



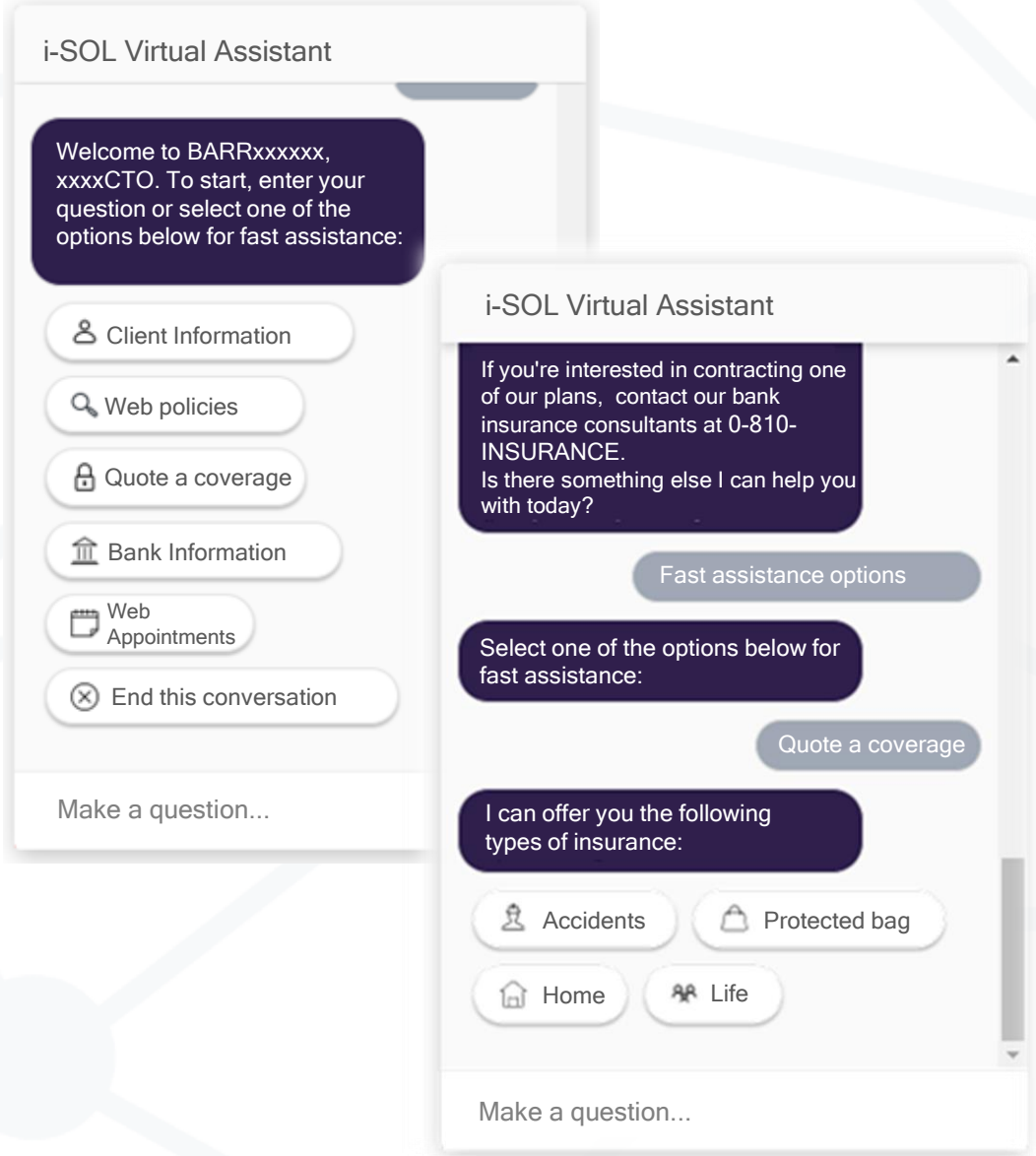
Functionalities

Potential Client

Client

- Contact details
- Insurance quote
- Banking queries
- Referral to channels
- Satisfaction surveys
- Data query
- Policies query
- Insurance contracting
- Digital policies **
- UP/CROSS-selling **

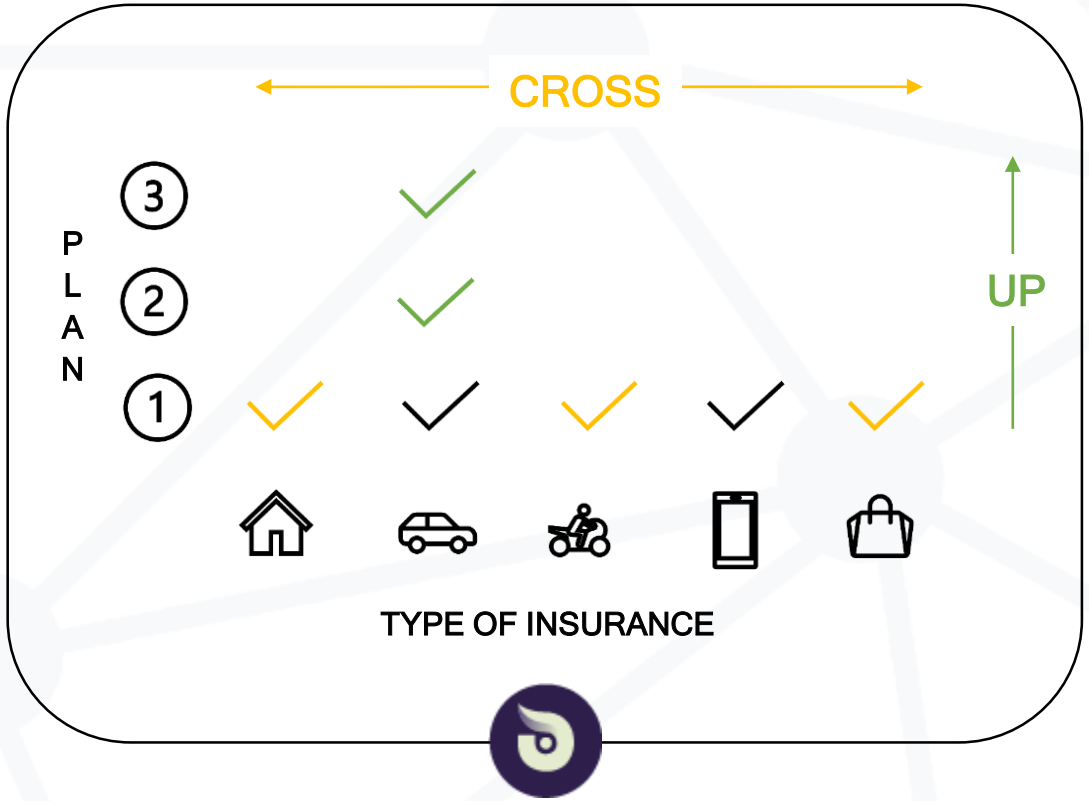
** Under development and to be incorporated soon



Businesses

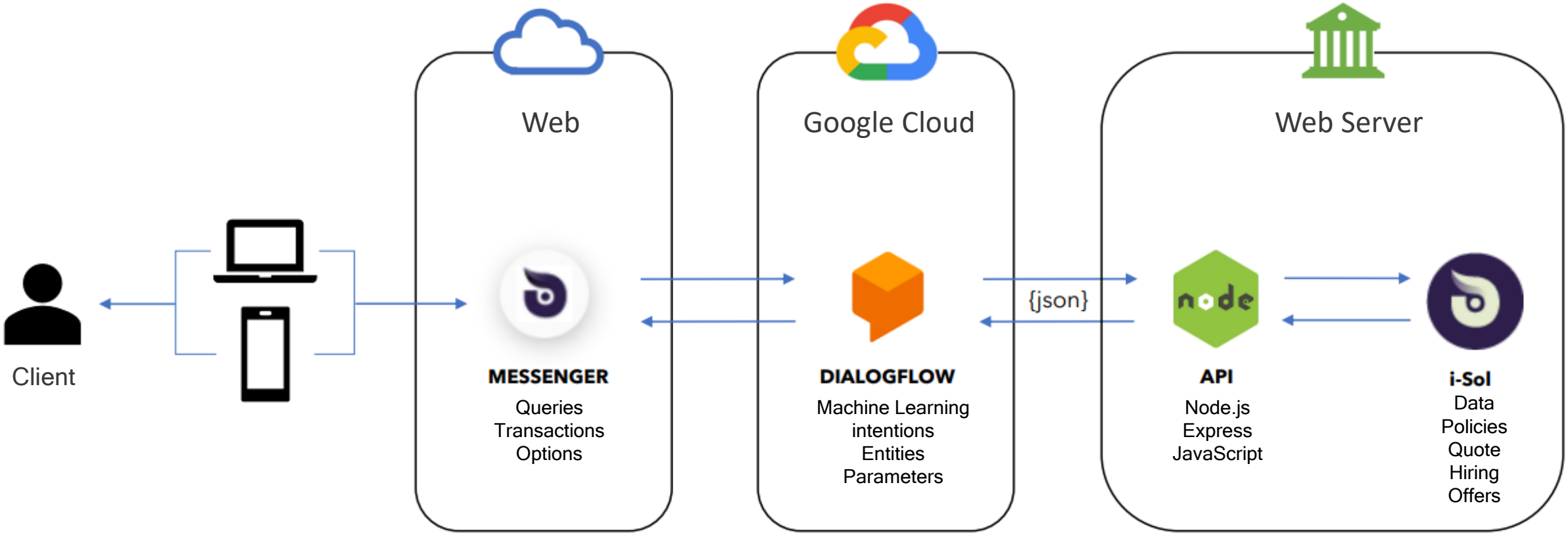
In a few simple steps, it streamlines the process of contracting of a new insurance policy, offering several plans and allowing the client to choose a payment method, such as credit card or debit from their own accounts.

The data analytic tools and the information collected by i-Sol about the transactions made and quality of care received, provide valuable support for decision-making aimed at generating new businesses and improving customer support.



Using data from i-Sol and UP/CROSS Selling algorithms, the assistant will make customized proposals to the client in order that they improve their coverage plan or contract new types of insurance.

Technology


Client
Web
MESSENGER
Queries
Transactions
Options
Google Cloud
DIALOGFLOW
Machine Learning
intentions
Entities
Parameters
{json}
Web Server
API
Node.js
Express
JavaScript
i-Sol
Data
Policies
Quote
Hiring
Offers

i-SOL
INSURANCE SOLUTIONS