



# **Brillio's Intelligent Agent Assist powered by Azure Open AI**

In the era of unprecedented advancements in AI, it has become imperative for organizations to ensure seamless human-computer interactions for their agents and consumers. It is the need of the hour to update traditional conversational systems to understand context, appreciate language nuances and provide a response relevant to the subject. Enterprises therefore need a reliable and expert partner who can open the door to the new age of customized intelligent conversations, bridging the gap between human and machines. Brillio's Generative AI-powered Intelligent Agent Assist precisely offers this capability.


## **What is Brillio's Intelligent Agent Assist for insurance service providers?**

Brillio's LLM based chatbot is a proven solution to enhance user experience and revolutionize customer support with seamless and delightful engagements powered by generative AI. It provides specialized functionalities of enabling document Q&A, text summarization, GPT with integrated search and personalized assistant that are instrumental in increasing agent productivity and customer satisfaction reducing customer query resolution time with appropriate humanized response.

## **Our Versatile Features Empowering Agents**

The Intelligent Agent Assist comes with a gamut of valuable features that equip the agent with knowledge from vast repositories in one place and automates the manual post call tasks, enabling them quick and effective query resolution.



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- Vector DB supported by Azure Cognitive Search
  - GPT integrated with search
  - PII data masking with Presidio
  - Confidence score on context relevancy of response
  - Source origins of the generated response
  - Human feedback in loop
  - Abstract model based contextualized summary
  - Draft email template with humanized empathetic tone
  - Support of Natural Language / Semantic Search

## Why leverage Brillio's Intelligent Agent Assist solution for insurance

Our Azure Open AI powered bot is a holistic solution that delivers unparalleled user experience. What truly makes it stand out are its innovative features –

**PII Masking** – Increased security and privacy of customer data with PII anonymisation using Presidio.

**Email template generation** – Automated draft email generation post call based on context from the call transcript summary.

**GPT with google search** – Unified with power of Google search to answer questions beyond the scope of document repository.

## Transform the future of your customer support

Brillio's Intelligent Agent Assist paves the way for seamless customer service ensuring high ROI driven business benefits.

### Increased Revenue

- Enhanced customer satisfaction and loyalty with swift and accurate CX resulting in increased customer retention.
- Informed decision making with increased repository of high-quality unstructured data from call transcript summarization that will be leveraged for downstream insight generation activities.
- Improved agent productivity – automation of repetitive tasks – more time to focus on larger/complicated tasks.
- Optimized and targeted marketing strategies with access to real time customer sentiment.

## Reduced Costs

- Reduced average handling time per customer inquiry allows flexibility to scales without a proportional increase in human resources.
- Increased time saving with issue resolution in first interaction itself.
- Reduced risk of error with more accurate & relevant responses resulting in minimal escalations.
- Decreased fraud instances with enhanced customer data security and privacy.

## Why Brillio

Brillio seamlessly integrates the Azure Open AI powered bot within the existing architecture with the flexibility of customization as per the business objectives. The Insurance Solution, "Intelligent Agent Assist," is designed to produce tangible business value and guarantees supercharged agent abilities that deliver continuous customer delight.

### About Brillio

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.



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