

# FNOL Chatbot

How Nuvento built an AI-enabled FNOL chatbot for a leading insurance company enabling its customers to report an insurable event through the convenience of a chatbot.

The FNOL chatbot is a conversational bot built with AI, ML and NLP capabilities. It aims to make the customer experience of reporting an FNOL after a distressful event less painful. Users can simply report an FNOL on their everyday messaging application, attach the incident's images and the claim would be registered.

## FEATURES



**AI CAPABILITIES**



**API INTEGRATION**



**COST ESTIMATION**



**OMNI-CHANNEL SUPPORT**



**INTEGRATES WITH EXISTING CRM SYSTEMS**



**~20%**

**~20% more consumer self-service interactions from 2016-2020**



**80%**

**80% Insurers' RPA investments focus on more efficient claim and policy processing**

The FNOL chatbot would work as a digital claims assistant. Once the user expresses the intent to report a loss, the bot would collect relevant information such as the name of the insured, insurable event type, location, images and guide the user through the next course of action.

Powered with our deep expertise in claims data processing, artificial intelligence technology and machine learning we have built a powerful, continuously evolving FNOL chatbot model that gets more and more intelligent over time.

✉ [info@nuvento.com](mailto:info@nuvento.com)