



AI & Data Science Capabilities

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Portfolio

Data science related projects



Claims Automation



Lodgment of claims is time-consuming.



Provide recommended lodgment.



Improves operation efficiency.



PetSure

PetSure is the name behind 90% of Australia's Pet Insurance Brands

Emails Triage



Email volumes during peak season is 5X usual.



Provide automated triage.



Quicker reply leading to improved CX.



William **HILL**

William Hill plc is a bookmaker based in the UK, and is a constituent of the FTSE 250 Index

Conversational Analysis



The analysis of human-human conversations is time-consuming.



Provide automated analysis.



Improves effectiveness of conversational analysis.



THE UNIVERSITY OF SYDNEY

Automated analysis to detect rapport building and depression symptoms.

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News Classification



News volumes are too high for manual classification.



Automated classification and prioritization.



Improves operation efficiency.



Simeon Duncan

Simeon has over a decade of high-level experience in Australian Federal Politics.

Propensity Models



Manual heuristics of CRM campaigns is not scaleable nor accurate.



Provide automated propensity models.



Automated personalization of CRM campaigns.



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Contradictions Detection



Free-form text answer may contradict other multiple-choice answers in an insurance quote.



Provide automated contradictions detection



Reduce risks to unexpected exposure.



HCi

Global financial services provider with operations in Australia, NZ, Africa, Europe, India and China.

ABOUT SPECTDATA



Joshua Kim is the founding data scientist of SpectData:

- Seven years of industry experience implementing predictive models using both structured and unstructured data
- Deployed predictive models that work in tandem to provide a holistic forward looking view on the customer
- Currently pursuing a PhD in Natural Language Processing with the University of Sydney and has completed a Data Mining Graduate Certificate from Stanford University. Research interests include analyzing verbal and nonverbal behavior using machine learning techniques to extract features from human conversations.
- Maintains a blog on natural language processing and data science techniques at JoshuaKim.io