

AI Bot Implementation

The mutual insurance company faced challenges in efficiently conducting risk assessments for global corporate clients in the HPR property insurance market. Premium determination based on engineering analysis by field operators was time-consuming and lacked consistency. Identifying upsell opportunities for loss prevention products was also a manual and inconsistent process.

By developing the Risk Assessment Bot, the company streamlined its risk assessment process, leading to faster hazard assessments, more accurate risk reduction strategies, and improved identification of upsell opportunities. The bot aligned with the company's Standard Operating Procedures (SOPs), facilitated diverse interactions, and enhanced safety recommendations and risk/premium evaluations. This resulted in increased efficiency, better customer service, and higher revenue from upsell opportunities.

The Risk Assessment Bot was built on a RAG-based Generative AI framework, incorporating features such as chat history archiving, natural language interaction with SOP content, and efficient indexing of SOPs. The advanced bot architecture enabled speedy information retrieval, enhanced accuracy of results, and cost reduction. The system infrastructure included an API Manager for load distribution, model management, and security measures to support a broad spectrum of applications and ensure data privacy.