

Navigating the Complex World of Insurance with Tensai® Insurance Co-Pilot



The insurance landscape is daunting. Customers often struggle with complex policies, while agents face the challenge of providing accurate and timely information while navigating a sea of documentation. This often leads to:

- **Frustrated Customers:** Difficulty understanding policy details and coverage leads to dissatisfaction and mistrust.
- **Overwhelmed Agents:** Constantly searching for information across multiple systems reduces response times and efficiency.
- **Missed Opportunities:** Agents may struggle to identify upselling and cross-selling opportunities due to a lack of readily accessible customer insights.
- **Compliance Concerns:** Ensuring adherence to evolving regulations and maintaining data privacy is a constant challenge.

Tensai® Insurance Co-Pilot: Your Gen AI-Powered Guide

Tensai® insurance co-pilot is designed to streamline communication and empower customers and agents. By leveraging generative AI, the co-pilot provides instant access to policy information, standard documents, and personalized recommendations, simplifying the entire insurance process.

How Tensai® Insurance Co-Pilot Works

Tensai® insurance co-pilot seamlessly integrates three key components:

- **Customer Queries:** Provides direct answers and resolutions to customer inquiries, ensuring clarity and understanding.
- **Policy Information:** Offers immediate access to specific customer policy details, eliminating time-consuming searches.
- **Standard Documents:** Incorporates industry-standard insurance documentation for comprehensive and consistent support.

The Key Differentiators

- **AI-Powered Insights:** Harness advanced algorithms to deliver precise, context-aware advice from an extensive insurance knowledge base.
- **Smart Policy Analysis:** Automate policy reviews to clarify coverage, exclusions, and benefits, saving agents valuable time.
- **Tailored Experiences:** Personalize recommendations based on user history and preferences for a seamless insurance journey.
- **Role-Based Access:** Offer intuitive interfaces for customers, agents, and admins, ensuring secure, role-specific data access.
- **Robust Security:** Built to safeguard user data and comply with insurance regulations, prioritizing privacy and protection.

Empowering Agents, Delighting Customers

Due to limited access to policy documentation and customer-specific data, agents often struggle to provide effective advice during customer calls. Tensai® insurance co-pilot acts as a generative AI agent, providing real-time answers to inquiries regarding a wide range of general insurance products. The benefits include:

Agents	Customers
Reduced Training Time: Real-time feedback and AI-driven guidance accelerate agent onboarding and development.	Faster Response Times: Customers receive prompt and accurate answers to their questions.
Improved Productivity: Instant access to information allows agents to handle more customer inquiries quickly and accurately.	Improved Understanding: Complex policy details are explained in a clear and concise manner.
Improved Customer Interactions: Agents can provide personalized solutions and build stronger customer relationships.	Personalized Service: Customers receive tailored recommendations and advice based on their individual needs.
Increased Sales Opportunities: AI-powered insights help agents identify upselling and cross-selling opportunities.	

Built on Trust: The Power of RAG Architecture

Tensai® insurance co-pilot utilizes retrieval-augmented generation (RAG) architecture. This ensures that responses are grounded in trusted sources, preventing hallucinations and providing reliable information.

Want to learn more about our solution that leverages generative AI for insurance? [Contact](#)

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.