# Appian

## APPIAN FOR INSURANCE
# INTELLIGENT CONTACT CENTER

The Appian Intelligent Contact Center™ unifies all systems, channels, and customer information into a single, intelligent interface. Fueled by Intelligent Automation that combines the power of business process management with next generation artificial intelligence and robotic process automation, your contact center will crush KPI goals, deliver concierge customer experiences, and create rockstar agents.

Insurance organizations must focus on how they can engage customers efficiently and effectively, and improve speed, service, and consistency to raise satisfaction. Delivering a superior customer experience can be challenging – requiring collaboration across siloed systems and business functions – but must be considered a top priority in today's highly competitive environment.

Whether it's a new business quote, a billing inquiry, or a claim, insurers are transforming the way they deliver customer service—understanding that they need to exceed service expectations at every opportunity.

## MODERNIZE FOR MAXIMUM IMPACT
Transform your contact center with an innovative platform that enables you to quickly deliver an integrated customer experience across channels and customer touchpoints.

**Intelligent 360° Customer View**
Unify data and interaction history for a true, 360° customer view for intelligent agent interactions and outstanding customer experiences.

**Phenomenal Agent Experience**
A single, easy-to-use interface driven by sophisticated AI to support agents in servicing customers and delivering personalized recommendations.
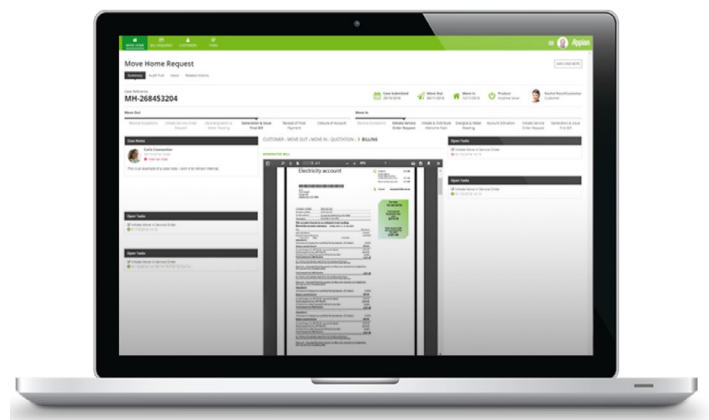
**Exceptional Customer Experiences**
Provide seamless customer experience across channels and touchpoints, with embedded knowledge management, to ensure inquiries are resolved right the first time.

**Essential Integrations**
Integrate siloed data and back-office systems to orchestrate complex processes and extend the value of your technology investments, including policy, claims, and billing systems along with existing contact center technologies.
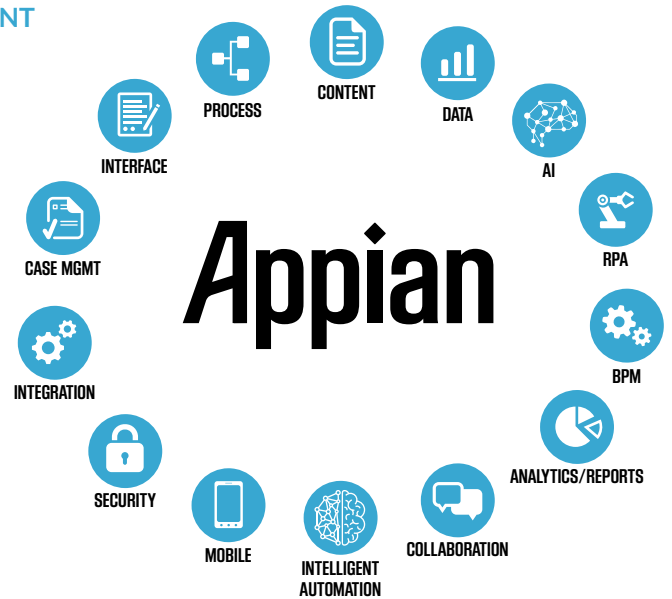
## ONE UNIFIED PLATFORM TO IMPROVE CUSTOMER ENGAGEMENT

**Omni-Channel Engagement.** Integrate leading communication channels into a single interface for a seamless customer experience, leveraging technology expertise from Google, Twilio, Genesys, and more.

**Dynamic Case Management.** Industry-leading, pre-built case management capabilities simplify complex service interactions to help agents make decisions and reach resolution faster.

**Intelligent Automation.** Combines business process management (BPM), robotic process automation (RPA), and artificial intelligence (AI) to support agents and provide a substantial competitive edge.

**Low-Code.** With Appian, there's no compromise between speed and power. Low-code turns business intent into powerful enterprise applications, fast. A single, trusted cloud platform gives you the power to access data anywhere and run on any device, maximizing the value you can deliver to customers.

**Appian**

PROCESS · CONTENT · DATA · AI · RPA · BPM · ANALYTICS/REPORTS · COLLABORATION · INTELLIGENT AUTOMATION · MOBILE · SECURITY · INTEGRATION · CASE MGMT · INTERFACE

## EXCEED THE KPIs THAT MATTER MOST:

### Increase
Customer Satisfaction Scores
Call Quality Scores
Revenue

### Improve
First Call Resolution
Service Level
Agent Productivity

### Reduce
Average Handle Time
Cost Per Interaction
Agent Turnover

## APPIAN CUSTOMERS ARE REALIZING:

- **80%** reduction in processing time
- **60%** increase in customer satisfaction
- Over **40%** operational cost savings
- **9x** faster customer service

## LEADING FINANCIAL SERVICES AND INSURANCE ORGANIZATIONS RELY ON APPIAN:

AVIVA · AEGON Transform Tomorrow · PACIFIC LIFE · PeakRe › · VERMONT MUTUAL INSURANCE GROUP

**Appian**

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest insurance organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

**For more information, visit** www.appian.com/insurance