Verint Trust Bot

Now You Can:

- Improve fraud detection accuracy.

- Accelerate resolutions for genuine customers.

- Enhance operational efficiency, even during surge events.

- Improve customer experience and claims team satisfaction.

Insurance customers expect their claims to be handled fairly, quickly, and in full. However, the rising number of fraudulent insurance claims makes it difficult for insurers to provide good customer experience while efficiently protecting themselves against insurance fraud. Insurance companies must be able to find the balance between efficiently detecting fraudulent activities and providing seamless, high-quality CX.

Insurance claims are stressful moments – how customers are treated during a claim shapes their entire view of the organization. When customers feel they are treated fairly, they may be more likely to renew their policy, recommend their insurer, and stay loyal. Therefore, it's crucial that your customers have a great experience while interacting with your brand.

However, if you loosen fraud controls too much in favor of providing great CX, you might become vulnerable to fraud. Treating genuine claimants with trust is key, but you must also be able to detect and prevent fraudulent activities. Finding the balance between maintaining customers' trust and efficient fraud prevention is one of the industry's biggest challenges.

Verint® Trust Bot™ leverages patented behavioral analytics and explainable AI to analyze interactions between insurance claims agents and customers. It helps detect fraud risks, letting you focus on the claims that matter most while supporting genuine customers with minimal friction. With Verint Trust Bot, you can:

- Let agents focus entirely on empathy, clarity, and resolution.

- Identify and manage risk without disrupting genuine claims.

- Improve CX metrics like Net Promoter Score, first contact resolution, and retention.

- Increase fraud savings.

- Reduce average handle time by removing the need for in-call investigation of claim circumstances.

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Detect, Understand, and Act on Potential Fraud Risk

Verint Trust Bot analyzes the transcription of the captured voice interaction using patented behavioral analytics and explainable AI. It highlights areas of concern, helping you listen to and read the conversation to facilitate decision-making, and provides a short AI-generated summary of the interaction for quicker and easier review. The bot also explains why the conversation was flagged as a risk based on the context and flags missed opportunities for consideration going forward. As a result, you can drastically improve fraud detection accuracy in a completely automated manner.

Verint Trust Bot can also deliver the intelligence it gathers to any system of your choice, giving you flexibility in how you review and action the AI-curated risk data.

Enhance Operations, CX, and Employee Satisfaction

By delivering rapid post-call analysis with clear traceability, Verint Trust Bot helps reduce investigation time and accelerate solutions for genuine customers. This can lead to speedy settlements and enhanced operational efficiency, regardless of the volume of interactions.

The bot works seamlessly within the customer journey. It flags behavioral signals that suggest credibility issues, highlights areas for further questioning, and offers clear, human-readable recommendations. It doesn't disrupt the conversation or force customers through rigid scripts; instead, it empowers reviewers to make better-informed, fairer decisions. Consequently, it helps provide seamless customer experience and improve claims team satisfaction.

Deploy Secure, Explainable AI

Powered by secure AI, Verint Trust Bot keeps your data safe and completely in your control, whether it's deployed on premises, in the cloud, or in a hybrid environment. What's more, it provides full functional parity in all deployment scenarios.

The bot uses fully explainable, ethical, and responsible AI, giving you a detailed, auditable explanation for each conclusion it makes, so you can make informed decisions.

Part of Verint Open Platform

Verint Trust Bot is part of a patent-protected platform of cloud solutions that enable the world's most iconic brands to deliver Customer Experience (CX) Automation for elevating the customer experience, reducing operating costs, and delivering *AI Business Outcomes, Now*™.

Learn more at
www.verint.com

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