InsTech.ie

Improving the Customer Journey

through conversational AI and machine learning

parly

Verisk™

Verisk Analytics –
Data for Conversational AI

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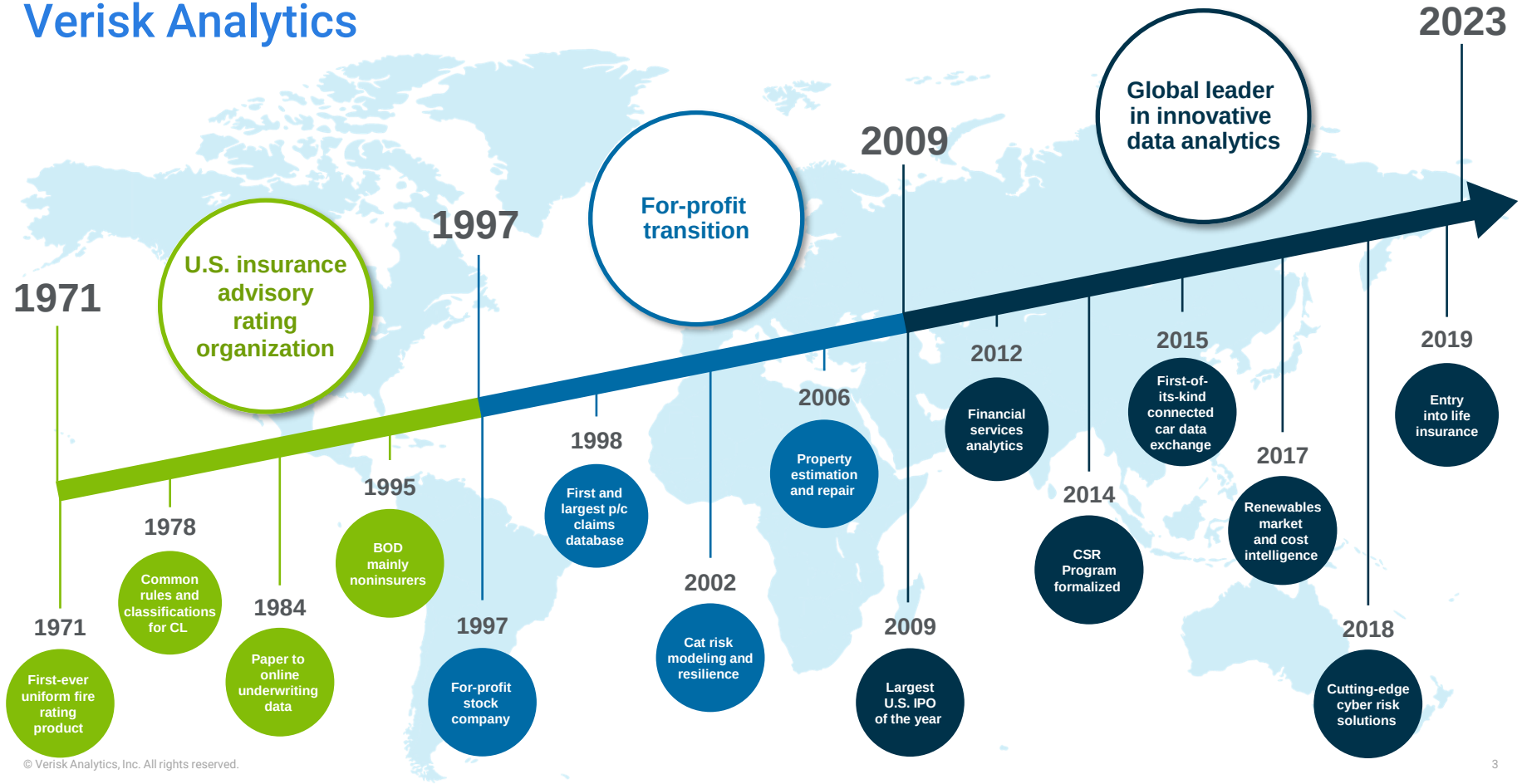
Verisk Analytics



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Serving the insurance industry for over 50 years

1971
Founded

14
Countries with offices

$29B
Market cap

~6,800
Passionate employees

30PB
of data
in the cloud

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Note: As of April 12, 2022.

Verisk Ireland

- Main focus is Motor, where we provide live vehicle data on VRMs in ROI & UK
- Range of motor services and products available at point of quote or as part of a claims journey
- Data available through API or batch processes on VRM and Eircode for property
- Provide custom Alerts in a lookup, created to flag vehicles or properties on customisable logic
- Host the Insurance Link database on behalf of Insurance Ireland - details of Irish insurance claims

Motor Services

- Insurance Rating
- Insurance Alerts
- Customised Risk Alerts
- Full Vehicle History
- Drive Insight
- Quick Quote

Motor Data

- Core Vehicle Attributes
- Technical Data
- Valuations
- Mileage
- Windscreen
- Variant Codes (ADAS)
- Electric Vehicle
- Financial Stress
- MIAFTR & PNC

Property Services

- Eircode Lookup
- Address Data
- Building Intelligence
- Customised Risk Alerts
- JBA Flood
- Quick Quote

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Vehicle Data

What data is available using quick quote

- VRM provided differently by user
  - Registration lookups stay the same
- All the data used to rate currently is still provided

Core Vehicle Data

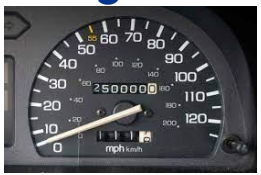
Electric Vehicles

Windscreen

Damage

Technical Data

Mileage



Valuation

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Verisk Property Data

An Eircode gives us…

Building Use: **Residential**

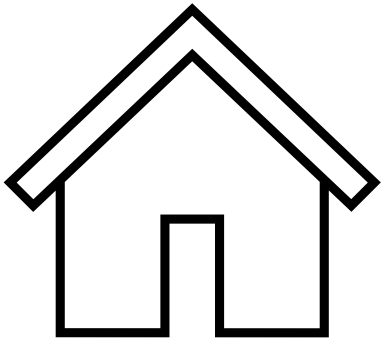
Building Type: **Detached**

Roof Type: **Pitch Roof - Insul.on Ceiling**

No. Bathrooms: **3 | 4**

Rebuild: **426,000 EUR**

Small Area: **267040009**



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Contact Details

Contact information for Verisk

- Michael Hardy – Senior BI Data Analyst
    - Michael.Hardy@verisk.com

- Denise Kelly – Sales Director
    - Denise.Kelly@verisk.com

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Improving the Customer Journey through Conversational AI and Machine Learning

About Cation

Amazon
Contact Centre
Intelligence Partner

aws partner network

aws PARTNER AWS Lambda Ready

aws PARTNER Conversational AI Software Competency

aws Qualified Software

alexa

aws certification Subject Matter Expert Specialty

awsmarketplace

CATION CONSULTING

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Key Customers

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Goals

CX – Put the Customer first

Conversational AI – Understand what the Customer wants

Automation – make the Experience easy

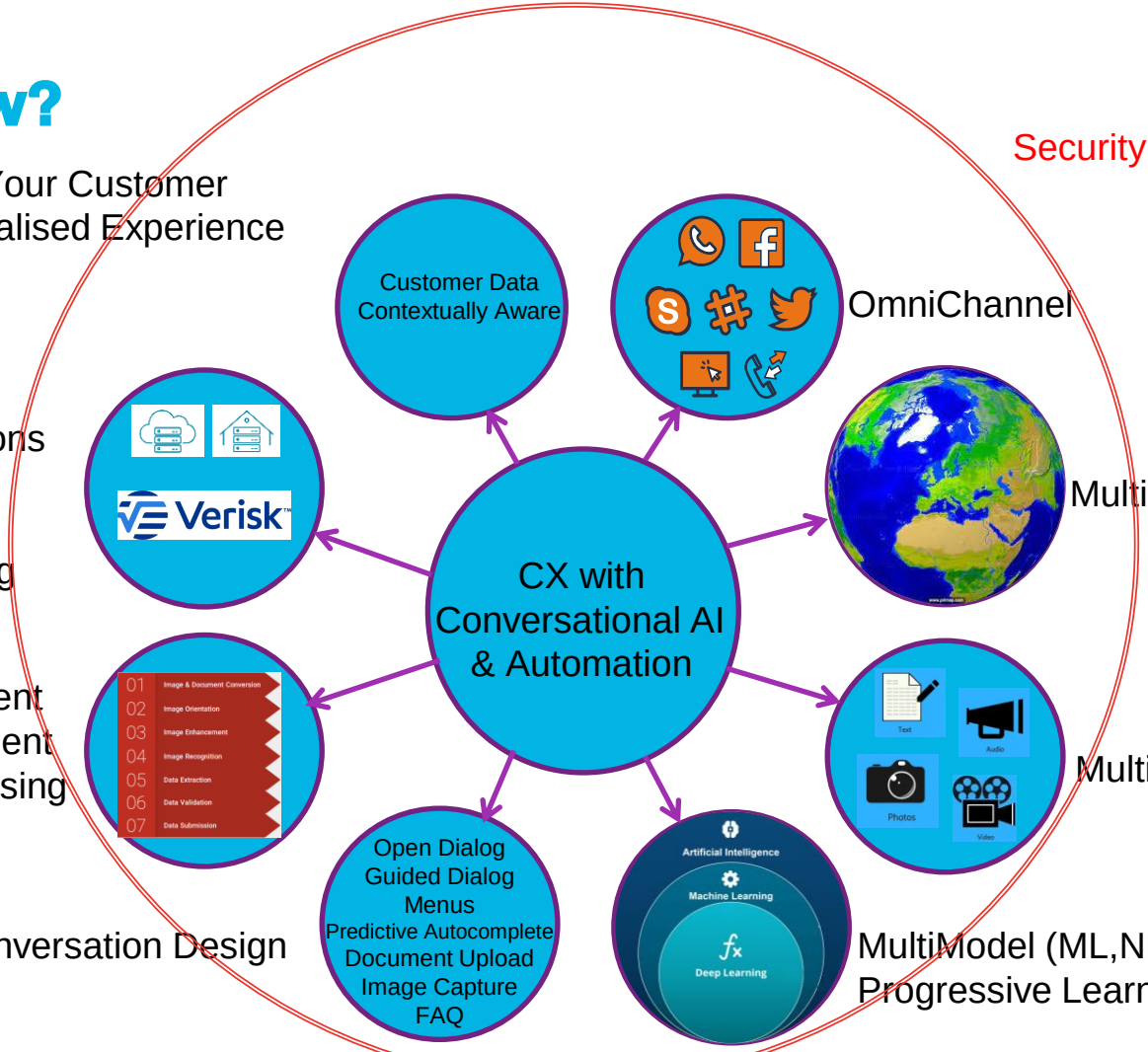
Security! **Security!** **Security!**

How?

Know Your Customer
Personalised Experience
Rules

Security

Conversational AI Is more than a Chatbot!



Conversation Design

MultiModel (ML,NLP,Gen AI,LLM,FM)
Progressive Learning

Parly

PARLY ASSIST

Fully Automated ML/NLP Conversational AI

PARLY ENGAGE

AI Assisted Person To Person Customer Engagement, when a customer requires human support offload to Live Chat/Live Video

- *A framework for building Conversational AI into Customer Journeys*
- *Automate & Simplify Tedious, Manual, Complex Customer Journeys*
- *Native Serverless AWS – Productised & Customisable*

USE CASES

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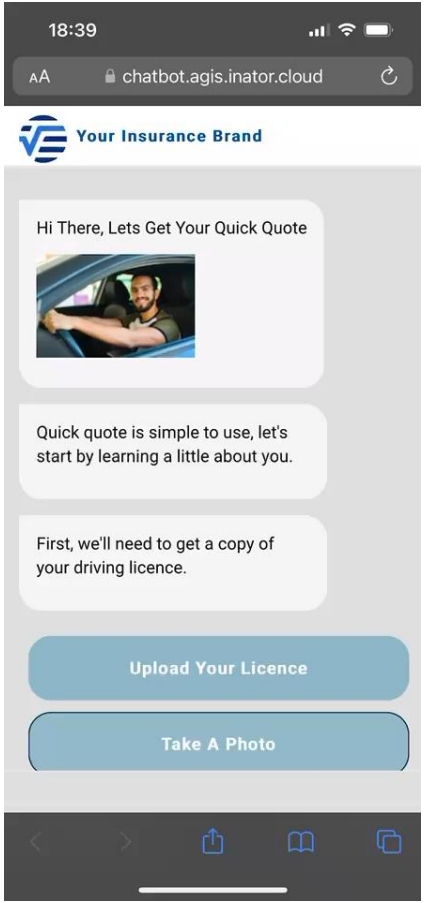
Motor
Quick
Quote

USE CASES : Motor Quick Quote

Motor Quick Quote

- Minimal Data Collection
- Car Registration, utilize Verisk Data for further data collection.
- Users License, extraction of user details.
- Data further enriched by Verisk for risk ratings, quotations etc.

USE CASES : Motor Quick Quote



Motor Quick Quote

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USE CASES

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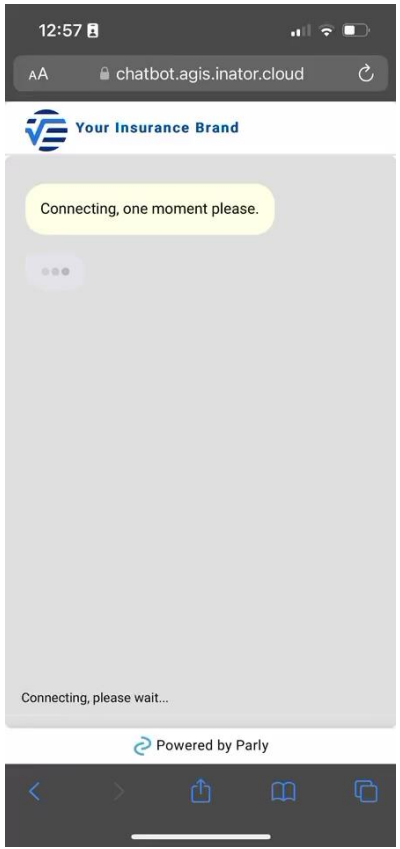
Property Claim

USE CASES: Property Claims

Property Claim Scenario

- Business process includes customer submission of proof of damage and receipt.
- Data Extractions from receipt and match against claims data.
- Note: Bot Launch includes case context data, inc. customer name, claim type, data etc. Deep link to avoid unnecessary customer dialogue.

USE CASES: Property Claims



Notes

- Deep linked context on launch.
- Guided user through the data collection process.
- Light weight client (no app)
- Automated extraction of receipt data.
- Highly configurable, part of a larger story.

Thank You

Choose

to

Continuously Improve Customer Experience

UPCOMING EVENT

InsTech.ie

Unleashing the Power of No-Code

Empowering the Insurance Industry

with INSTANDA™

Wednesday 6th September
6:00pm - 8:00pm
Platform X, KPMG, 2 Harbourmaster Place, IFSC, Dublin 1

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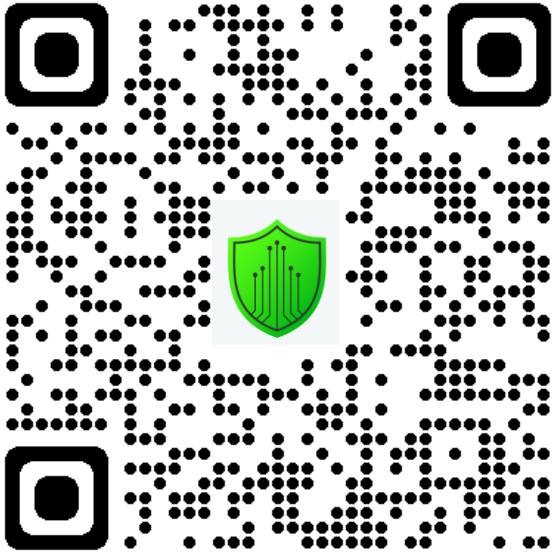
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