insurity

Insurity Interaction Platform
powered by Glia

DIGITAL ENGAGEMENT | POLICYHOLDERS AND AGENTS

Connect with policyholders and agents in any channel on a seamless digital engagement platform

3X	20%	25%
Increase in online policy application conversions	Reduction in call center average handle time (AHT)	Increase in policyholder satisfaction

"We need to give our customers the gift of time...This calls for new ways of helping consumers using the channel of their choice at the time of their choosing."

Abby Hosseini
CIO

MERCURY INSURANCE

Top 4 reasons carriers and MGAs choose Insurity Interaction Platform

Drive underwriter and agent collaboration
- Enable your underwriters and agents to work together seamlessly by seeing coverages and screens at the same time
- Ensure your teams are on the same page with co-browsing that lets them navigate through sites and applications

Create more revenue opportunities
- Increase submissions and conversions by guiding prospects through policy applications
- Generate pipeline with onscreen communication tools that make it easier for policyholders to buy online

Reduce customer servicing costs
- Give your policyholders best-in-class customer service by assisting them when, where, and how they want it
- Guide your policyholders to make policy changes, pay bills, or file claims by seeing the same screen as them

Resolve claims faster
- Boost accuracy and completion of FNOL applications while reducing the number of calls per claim
- Streamline claims processing by directing policyholders to your online FNOL form

Seamless interactions across...

- Phone
- Live Chat
- Digital Audio
- AI Bots
- Customer Surveys