

DXC Assure Interact

Digital-first customer experiences that are more personal, intuitive and empathetic — and faster, more automated and more scalable



DXC Technology's integrated suite of customer interaction technologies helps you deliver the right service, on the right channel, right now. And with cloud, artificial intelligence (AI) and analytics capabilities built in, it helps you prepare for tomorrow's challenges and opportunities.

A way forward with AI

AI is at the forefront of disruptive technologies that have the potential to transform the global insurance landscape. With conversational AI enabling growth and disruption, insurers can address the demand for dynamic products and attract younger customers.

With AI-powered solutions, DXC Assure Interact helps you elevate your customer service experience while controlling costs. DXC Assure Interact is designed with flexibility and modularity to meet you where you are on your journey and accelerate your path to value.

Business results

Conversational AI brings many benefits to the insurance sector:

- **Operational efficiency and lower costs.** While insurance firms need people to address their customers' complex concerns, they also need to provide a fast and fluid customer support services journey. DXC Assure Interact enables the right mix of people, or human employees, and technologies, or digital employees, to address both these requirements efficiently. Intuitive and intelligent

digital employees can handle common queries, conversations and transactions. Human employees can seamlessly intervene and take over whenever necessary. This helps reduce both call durations and operational costs, bringing greater efficiency to the entire process.

- **Improved quality of service.** By harnessing data in insurance systems of record, digital employees can enable more personalized, speedier and accurate interactions. They can respond to customers in language they understand. And, thanks to natural language understanding (NLU), they can also improve on their responses and handle more and more complex customer inputs.
- **Better customer insights.** DXC Assure Interact can gather data during interactions with customers and churn out analytics, complete with visualizations, giving you the power to tweak your products and services to meet changing customer expectations and demands.
- **Scalability.** DXC Assure Interact makes it easier for companies to scale up operations and expand into new markets. For instance, if you

Key benefits

Set your customer and employee experience apart while creating a more efficient contact center:

- Increase efficiency and reduce costs by:
 - Increasing self-service containment by 3x – 5x over traditional interactive voice response
 - Reducing call durations by 10% to 15%
 - Shifting from human to digital employees where appropriate — reducing the cost of each contact from \$5 – \$7 to just \$1
- Increase speed to value — the solution is already trained to handle over 60% of the most frequent service requests.
- Enhance quality of service by using data from systems of record and completing transactions in real time.
- Use data from conversation analytics to identify opportunities to improve your products and services.



want to expand operations on an international scale, digital employees can create a multilingual support system configured to interact with consumers in different languages about different products throughout your ecosystem.

- **Stronger brand image.** By streamlining how customer queries are addressed and by automating operational processes, from providing disbursement quotes, initiating claims and providing real-time status on transactions, DXC Assure Interact can help you build a strong brand image and business personality.

DXC: The best choice for your digital journey

DXC is the #1 provider of core insurance systems, serving over 1,900 customers including 80% of insurance companies in the Fortune Global 500. DXC brings 40+ years of industry domain knowledge and experience enabling customers to evolve their technology and simultaneously build new capabilities.

Conclusion

Digital employees and self-service portals can handle much of what customers need, but authentic human connection during moments that matter is what drives customer loyalty. Combining the unique skills of human employees and digital employees can supercharge the contact center to better meet the needs of customers and the business.

The future of work in the contact center has arrived. Learn how DXC can accelerate your digital journey. Get to action quickly with a live demo of DXC Assure Interact or request a digital workshop to build your own digital journey roadmap.

Learn more at dxc.com

Capabilities

- **Conversational AI-driven self-service** seamlessly supports both voice and digital channels.
- **Flexible orchestration layer** enables our self-service solution to connect with any technology ecosystem while supporting APIs, interaction management, and configurable redaction and encryption.
- **Persona-driven service portals** bring a 360-degree view of the customer to the forefront with agent-assist capabilities including next best action, dynamic knowledge, transcription, sentiment analysis, and guided and scripted workflows.
- **Outcome-based design and analytics system** measures overall business value for virtual assistants and provides granular, actionable insight into the customer experience journey with an outcome-based analytic model and the ability to measure performance against goals.

Get the insights that matter.

dxc.com/optin



About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).