

Cisco Remote Expert for Insurance



Benefits

- Enjoy face-to-face time with customer services and claims **as a personal-lines customer.**
- Retain commercial-lines customers with more face-to-face time from their account managers, better claims services, and an **improved uptake of additional risk-management services.**
- Provide more personal availability of your market underwriters and risk experts for **better product understanding and thought leadership.**
- Achieve **greater operational efficiency** with your experts.
- Develop **closer and more dynamic insurer and broker relationships than ever before.**
- Reduce likelihood of direct online and mobile customers dropping off, improving conversion and cross-selling and **boosting revenue.**

A Face-to-Face Solution for a Relationship Business

Insurance has always been about building and maintaining trustworthy relationships, both in customer interactions and broker and insurer relationships.

Cisco® Remote Expert for Insurance helps you have more face-to-face interactions, control costs, and increase revenue while optimizing customer care. Through the use of voice, video, presence, web, file sharing, and mobile business collaboration applications, you can build closer relationships in every interaction. Now, you can meet customers' needs when they are most likely to purchase and need help.

The solution:

- Provides advanced collaboration capabilities that can be easily integrated into applications and web browsers.
- Completes the digital experience when included with the self-service kiosk capabilities.
- Enables your customers to easily move from mobile to broker office or regional offices, as needed.

- Equips your agents to meet customers face-to-face remotely at any time and quickly bring other experts or supporting documents into the conversation, wherever they are.
- Enhances regulatory compliance by taking advantage of options for built-in audio and session recording to provide a complete audit trail.

Deliver an Engaging Experience

Cisco Remote Expert for Insurance uses Cisco Unified Communications infrastructure and helps you deliver a personal experience to customers through the convenience of their mobile apps and webpages. You can initiate a meeting with an experienced claims adjuster in moments of need. It's as easy as pressing a button in your mobile app.

Cisco Remote Expert enables you to:

- Increase customer trust by turning impersonal experiences into personal interactions.
- Offer convenient access to information and assistance.
- Provide agents with the ability to bring in experts with video, manage accounts with more personal interaction, and close business faster.

Cisco Services can help you realize the full value of your Cisco Remote Expert investment. Using proven Cisco best practices and expertise, these services support you throughout the solution lifecycle. They can begin with business strategy and analysis and continue through planning, building, and managing phases.

Next Steps

Cisco is a global leader in digital transformation solutions for the financial services industry. We deliver the technologies, products, and services insurance companies demand for their customer sales and service channels.

For additional information, visit www.cisco.com/go/insurance.

“In the age of the customer, the customer has the power to dictate how and when they want to do business with you. And if you aren't available, someone else will be.”

— PWC

Insurance 2020, “Forcing the pace: The fast way to becoming a digital front-runner”

