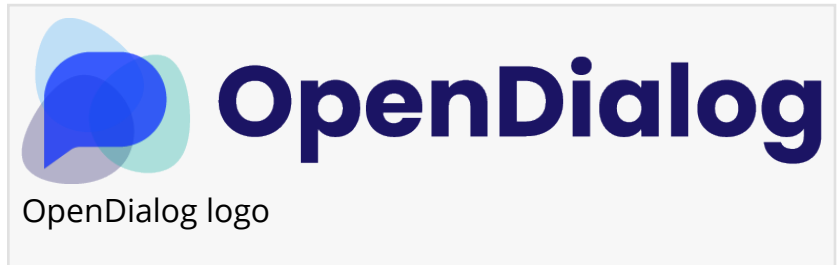


# OpenDialog Launches Insurance AI Co-Pilot to Transform Operational Efficiency for Insurance Providers

LONDON, UNITED KINGDOM, August 21, 2024 /EINPresswire.com/ -- [OpenDialog](#), a leader in conversational AI, announces the launch of its [Insurance AI Co-Pilot](#), a cutting-edge solution designed for insurers, brokers, and MGAs. This innovation is set to transform productivity across teams, improve operational efficiency, and elevate customer service for policyholders.



The Insurance AI Co-Pilot tackles key challenges in the insurance sector, such as ensuring compliance with regulations, managing high costs, and managing complex policies. The AI Co-Pilot enables insurance teams to focus on strategic initiatives that drive growth and customer satisfaction by automating tasks, speeding up response times, and providing accurate information in a timely manner, all without making any changes to the customer journey.

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Our Insurance AI Co-Pilot is designed to streamline operations, reduce costs and significantly enhance the quality of service delivered to policyholders.”  
*Terry Wallby, CEO OpenDialog*

Implementing OpenDialog’s AI Co-Pilot can significantly reduce operational costs cutting administrative overhead,

and reducing new staff onboarding time. Contact center agents, can see call handling times reduced by up to 80% with, policy-related queries, accounting for nearly 48% of customer interactions on average.

Customer service quality is also enhanced, with faster, more accurate responses to both routine and highly complex queries, leading to higher customer satisfaction and trust.

“At OpenDialog, we recognize the critical need for efficiency in the insurance industry,” said Terry Wallby, CEO of OpenDialog. “Our Insurance AI Co-Pilot is designed to streamline operations, reduce costs and significantly enhance the quality of service delivered to policyholders. By automating complex tasks and reducing call handling times by up to 80%, our solution offers a

compelling, low-risk way for insurers to leverage AI and stay competitive in today's market.”

OpenDialog's Insurance AI Co-Pilot marks a new era of innovation in the insurance industry, setting a new standard for operational excellence and customer-centric service.

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