



FSCConnect

Service Agents

FSCConnect for insurance leverages the power of Salesforce Financial Services Cloud for Insurance and MuleSoft capabilities, coupled with our industry experience to offer a solution that provides the insurance clients a business 360 view of their customer and partner relationships, their interactions and key transactions across different channels.

FEATURES

Centralized holistic view of the insurer's business relationships

Business 360 view for insurers covering complex instances where the same business entity plays multiple roles for the insurer eg. a policyholder and a service provider or a broker.

Consolidated view of all customer/partner interactions

Consolidated information of all the policy/claims/general service-related interactions with the businesses across multiple channels; it also classifies interactions based on customer and enquiry types for easier future reference and reporting purposes.

Customer data analytics

Pre-configured AI features to advise front line staff of the next best action and Tableau CRM driving customer data analytics to provide actionable insights for management, thereby ensuring their customers receive a superior and personalised service experience.

Pre-built Integrations

Pre-built integrations leveraging domain centric event-driven microservices for lean Customer, Policy, Claim, Validation and Data APIs enabling Salesforce to connect with core insurance platform(s); includes a catalogue of MuleSoft APIs allowing integration with other systems including digital channels and external partners

Account management & planning

Aids dedicated account managers or account teams to manage strategic relationships and planning engagement with high value customers and flag any potential risks for any client along with a mitigation plan.

Omnichannel customer engagement

Helps automate customer service using built-in live chat for common enquiries, improving resolution time, and agent efficiency. Survey feature provides the ability to capture feedback from customers and analyse the results from within the platform to gather insights and carry out data-driven decisions.

BENEFITS



Increased operational efficiency with front line staff having ease of access to most relevant information and simplified navigation to address customer queries faster, thereby lowering AHT



Empowering front-line staff to deliver connected, personalised customer experience, thereby improving customer & staff satisfaction



Business 360 view connecting policy holder, partner and consumer information & insights, thereby empowering management to make informed & accurate decisions



Better insights into customer & business partner interactions across different channels and experiences to date enabled by centralized data

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