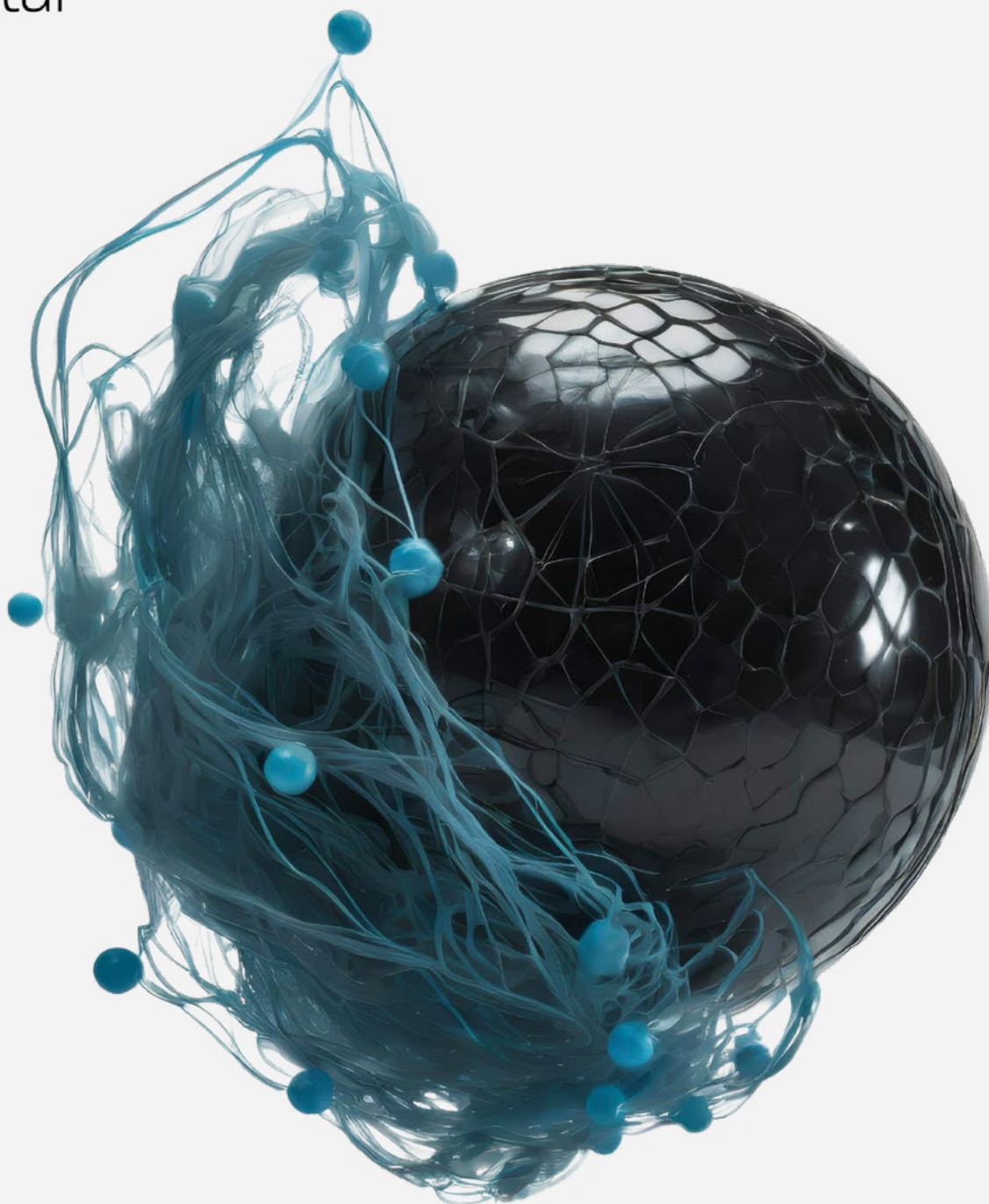




Accelerating contact center enhancements with TrueServe™

Purpose-built solutions for the insurance, banking, and healthcare industries

Insurance accelerators

MEET POLICYHOLDER EXPECTATIONS

As potential and current policyholders' expectations of the insurance industry evolve, service organizations should optimally orchestrate the customer experience to stay ahead of the competition. Historically, policyholders would call their agent or walk into a branch office, but the way they engage and the speed with which they receive answers has fundamentally changed. Today's technologies are enabling these rapid changes in communication preferences. Customers may now be serviced by voice, digital, or through multi-channel solutions that deliver relevant visual and auditory information via the customer's smartphone, for example.

New, innovative technologies and solutions have the potential to meet the demands of today's customers when deployed with the user experience in mind. When the depth and breadth of our service strategy experience is combined with the robust technology offered by Amazon Web Services (AWS), we help our property and casualty (P&C) insurance clients drive efficiencies and accelerate innovation. Together, we've created a set of end-to-end contact center accelerators that provide a scalable and customizable framework for AI-enabled service and include pre-built P&C-specific use cases to drive cost reduction and enable faster implementation.

The accelerators feature reusable, pre-built capabilities that enable our P&C clients to address common contact center inquiries handled by self-service and representatives, including:



Self-service

A conversational self-service framework, complete with representative use cases, that deflects policyholder inquiries from the contact center or reduces handle time.



Representative experience

Custom desktop capabilities for representatives that accelerate handle times with quick actions and conversational insights.



CCaaS

Amazon Connect Contact Flows that enable effective conversations for all customer types with self-service assistants and live reps.



Call analytics

Analytics that enable leaders and supervisors to understand and monitor contact center performance to drive better business outcomes.



Flexible integrations

Integrations with leading P&C industry platforms that support the sector-specific use cases and reduce development costs.

ACCELERATORS IN ACTION

Below, explore our pre-built use cases from the automotive insurance sector showcasing our end-to-end contact center capabilities that can be extended to other use cases and insurance sectors such as homeowners, renters, boat, and more.

First Notice of Loss (FNOL)

- Guide policyholders through an intelligent step-by-step process to initiate the claims process for an auto claim
- Leverage GenAI to expedite the submission process
- Features include license/insurance card image to text translation, location mapping, and document upload
- Natural language understanding and processing

Roadside assistance

- Policyholders can request roadside assistance instantly when experiencing flat tires, vehicle lockouts, towing, and more

Repair shop search

- Policyholders can find an in-network repair shop using a location-based search

All of these use cases are further enabled and accelerated by Generative AI (GenAI). For example, when it comes to the FNOL use case, the tool captures the user's description of events to dynamically fill and confirm key claim details. Questions that the user answered are removed before the remaining steps are presented to them, expediting the process of submitting a claim.

Banking accelerators

PROACTIVE CUSTOMER SERVICE

The expectations of today's banking customers are evolving, and financial institutions should respond by transforming their service operations to create lasting connections with the people who choose to bank with them. In the past, customers had to call their credit card company to speak with a live rep or walk into a branch office to complete service interactions, but the way customers engage and the speed with which they receive answers has fundamentally changed. In-person service experiences are becoming less appealing to customers in today's fast-paced, digital world.

Innovative technologies and solutions are enabling changes in communication preferences. Customers may now be serviced by voice, digital, or through multi-channel, AI-powered solutions that comply with privacy and security standards. Together with AWS, we've developed a set of end-to-end contact center accelerators that help our banking clients improve customer service while protecting their customers from fraud.

The accelerators feature reusable, pre-built capabilities that enable our banking clients to address common contact center inquiries handled by self-service and representatives, including:



Self-service

A conversational self-service framework, complete with representative use cases, that deflects customer inquiries from the contact center or reduces handle time.



Representative experience

Custom desktop capabilities for representatives that accelerate handle times with quick actions and conversational insights.



CCaaS

Amazon Connect Contact Flows that enable effective conversations for all customer types with self-service assistants and live reps.



Call analytics

Analytics that enable leaders and supervisors to understand and monitor contact center performance to drive better business outcomes.



Flexible integrations

Integrations with leading banking industry platforms that support the sector-specific use cases and reduce development costs.

ACCELERATORS IN ACTION

Below, explore pre-built use cases from the banking industry showcasing our end-to-end contact center capabilities. When deployed with the customer experience in mind, these innovative technologies have the potential to meet the demands of today's customers while keeping financial security at the forefront.

View account summary and transactions

- Users can access their account balance and view recent transactions
- Allows for account-level insights and personalization
- Includes GenAI-driven filtering of transactions
- Users can initiate a dispute from the transaction

Dispute transactions

- Users can report fraudulent transactions and charge errors
- Provides personalized insights with GenAI on potentially fraudulent transactions
- Converses empathetically and contextually leveraging sentiment analysis and GenAI
- Enables the full dispute fraud and charge error process
- Includes added security with liveness verification via Amazon Rekognition

Our customizable banking industry solutions bring AI and automation to the self-service and live representative experience to manage and reduce contact center costs amid growing call volumes while enabling our clients to quickly and easily expand to additional use cases.

Healthcare provider accelerators

RAPID TRANSFORMATION FOR ENHANCED CUSTOMER SERVICE

As service expectations of healthcare providers evolve, organizations need to orchestrate the patient experience to stay ahead of the competition. The swift progression of the technology landscape affords an opportunity for the industry to deliver differentiated service across voice, digital, and multi-channel, AI-powered solutions that comply with privacy and security standards. Healthcare companies now need to move beyond a focus on individual interactions to create multidimensional and interconnected experiences targeted towards building and managing relationships with patients.

When our extensive service strategy experience is combined with the robust and innovative technology offered by Amazon Web Services (AWS), we help healthcare clients increase operational efficiency and improve patient satisfaction. Together, we've created a set of end-to-end contact center accelerators that provide a scalable and customizable framework for AI-enabled service. This accelerator framework enables companies to deliver leading patient experiences at scale, drive cost reduction, and enable faster implementation and time to value.

The accelerators feature reusable, pre-built capabilities that enable our healthcare clients to address common contact center inquiries handled by self-service and representatives, including:



Self-service

A conversational self-service framework, complete with industry use cases, that deflects patient inquiries from the contact center or reduces handle time.



Representative experience

Custom desktop capabilities for representatives that accelerate handle times with quick actions and conversational insights.



CCaaS

Amazon Connect Contact Flows that enable effective conversations for all patient types with self-service assistants and live reps.



Call analytics

Analytics that enable leaders and supervisors to understand and monitor contact center performance to drive better business outcomes.



Flexible integrations

Integrations with leading healthcare industry platforms that support the sector-specific use cases and reduce development costs.



ACCELERATORS IN ACTION

Below, explore our pre-built use cases from the healthcare provider sector showcasing our end-to-end contact center capabilities that can be extended to other use cases and healthcare sectors.

Provider search

- Patients can search for providers conversationally
- Generative AI (GenAI) accelerates the search by parsing complex search descriptions from patients
- Allows for detailed search and filter criteria (e.g., location, insurance, language)
- Includes detailed provider information

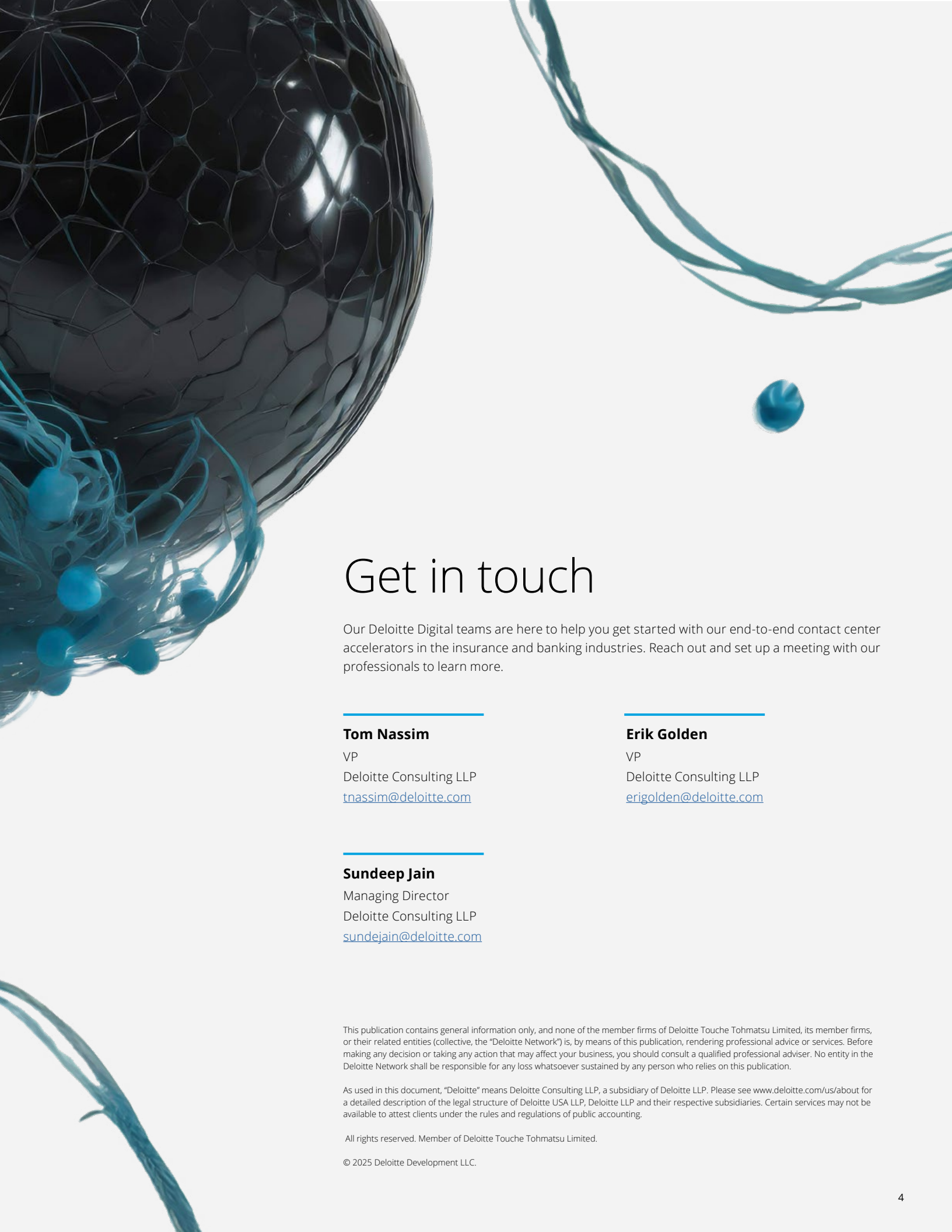
Appointment scheduling

- Patients can view available appointments and select a date and time
- Includes logic for referrals and providers that don't allow automated scheduling
- Collects key screening questions
- Verifies insurance and contact info

Appointment management

- Patients can view and manage upcoming appointments (i.e., cancel, reschedule)
- Provides detailed appointment history (e.g., visit summary/notes, location, provider)

Our customizable healthcare industry solutions bring AI and automation to the self-service and live representative experiences to manage and reduce contact center costs amid growing call volumes while enabling our clients to quickly and easily expand to additional use cases.



Get in touch

Our Deloitte Digital teams are here to help you get started with our end-to-end contact center accelerators in the insurance and banking industries. Reach out and set up a meeting with our professionals to learn more.

Tom Nassim

VP

Deloitte Consulting LLP

tnassim@deloitte.com

Erik Golden

VP

Deloitte Consulting LLP

erigolden@deloitte.com

Sundeep Jain

Managing Director

Deloitte Consulting LLP

sundejain@deloitte.com

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