

# erda

## Business Case

# Insurance

An insurance company can use ERDA to streamline the claim filing process and provide personalized support to customers. Imagine a situation where a customer needs to file an insurance claim due to damage or loss.

Instead of having to wait for a customer service representative to become available, the customer can simply ask ERDA for information about the claim filing process and what documentation is needed.

Our AI model, trained on the insurance company's data, can provide personalized responses with accurate information about the customer's policy and claim.

ERDA can also help customers with the filing process, providing information about required documentation and next steps. This leads to increased customer satisfaction, reduced workload for customer service representatives, and ultimately more trust in the insurance company.

65%

### Bot Deflection

Reducing workload for customer service representatives

35%

### Increase

Customer satisfaction  
Leading to more sales

30%

### Lower costs

By reducing the need for human intervention

100%

### Personalized

Responses  
Providing accurate information and recommendations to customers