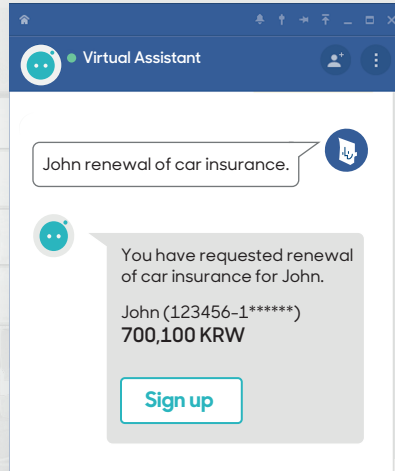Nexfinance Use Case
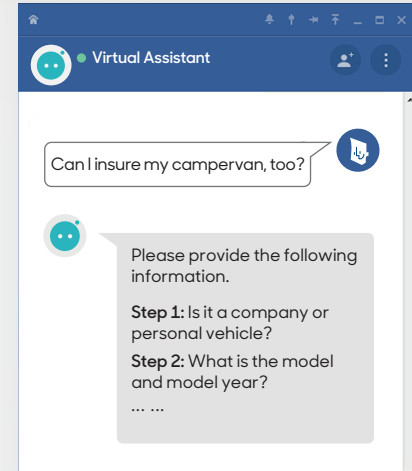
AI Virtual Assistant

Driven by artificial intelligence and robotic process automation, AI Virtual Assistant enhances work efficiency through integration and automation of previously segmented processes.

Maximize ease-of-use

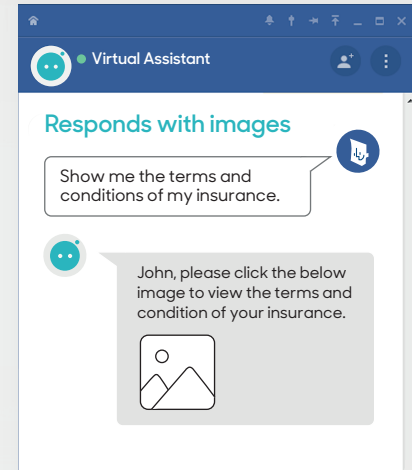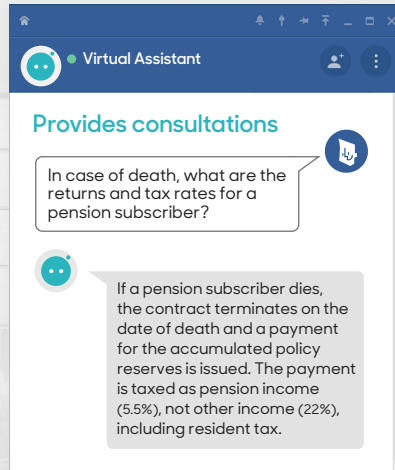· Immediately leverage our Virtual Assistant interface that even a beginner RC can use without separate training

Reduce costs

· Respond to questions with speed and ease across various workloads through a unified channel (Virtual Assistant)

· Reduce call center costs

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Nexfinance Use Case

AI Virtual Assistant

In addition to automatically answering customer questions, AI Virtual Assistant also performs menu search and integration, responds to product inquiries and is capable of processing simple scenario-based applications.

Provides consultations

In case of death, what are the returns and tax rates for a pension subscriber?

If a pension subscriber dies, the contract terminates on the date of death and a payment for the accumulated policy reserves is issued. The payment is taxed as pension income (5.5%), not other income (22%), including resident tax.

Responds with images

Show me the terms and conditions of my insurance.

John, please click the below image to view the terms and condition of your insurance.

Higher customer satisfaction

· Ensure customer questions are immediately answered through training of financial and legal terminology, current events, and Q&As

· Respond to questions anywhere, anytime with mobile services

· Leverage our Virtual Assistant that is capable of answering questions with unfamiliar search keywords by determining intent in natural conversations

· Provide a user-friendly conversation flow with images, links and buttons

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