avoira

Empowering Life Insurance Success with Xdroid

A Revolution in Speech Analytics

What is Xdroid?

In the fast-evolving landscape of life insurance, staying ahead is not just an advantage; it's a necessity. Xdroid, a cutting-edge speech analytics tool powered by GenAi and UK-trained speech engines, is your strategic key to revolutionising customer interactions and extracting actionable insights.

Xdroid's integration of GenAi is the hallmark of advanced AI tailored explicitly for the life insurance sector. From acronyms to agent language, GenAi adapts seamlessly, transforming your business into a data-driven powerhouse based on the insights gathered from customer interactions.

Professional Consultancy

At Avoira, our goal is to bring people together through technology. We believe in creating meaningful conversations, promoting faster business growth, and instilling confidence in communication. With over 40 years of experience, we provide comprehensive and seamless telecom solutions without any technical complexities. Our solutions are customised and tailored to meet our client's unique connectivity needs.

Avoira believe that understanding your business objectives is a critical first step when implementing Xdroid. We will ensure that Xdroid's real-time speech analytics aligns with your organisation's existing systems, unique needs, and priorities.

Partnering with Life Insurance Providers

Our team of CX Business Analysts serve as valuable partners in the successful deployment and ongoing management of Xdroid speech analytics. Our expertise ensure technical aspects of the system are running smoothly and we will help you derive actionable insights that meet your objectives, maximise and ROI of your speech analytics investment.

Our collaboration with leading life insurance providers underscores Xdroid's commitment to addressing specific challenges in the industry.

We assist in identifying upsell opportunities, including critical illness insurance, and enhance sales by strategically offering additional products across families.

Navigating Life Insurance Challenges:

- T&C's at Inception
- Ensure agents engage in crucial conversations regarding policy indexation and its impact on the customer's policy.
- Identifying Areas of Uncertainty
- Pinpoint potential cancellation risks during the purchase process, ensuring proactive measures during the cooling-off period.
- Objection Handling
- Address challenges related to 'will vs skill,' empowering agents to navigate objections effectively.
- High-Risk Areas
- Prioritise the needs of vulnerable customers by implementing the Texas model and recognising medical conditions through strategic application questions.
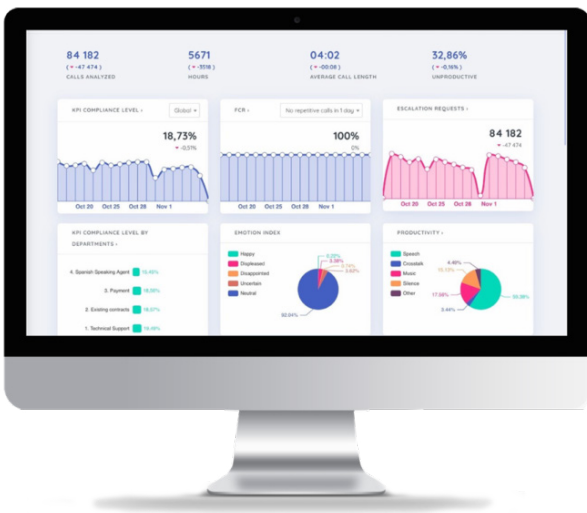
Features and Benefits

Vulnerability Identification
Safeguard your interactions by ensuring FCA and Consumer Duty compliance are being met and evidenced across the board.

NPS/CSAT Prediction
Understand customer sentiment in real-time with NPS scores for every interaction, eliminating the limitations of low-volume post-interaction surveys.

Contact Drivers
Analyse peak periods to streamline operations and enhance customer support.

Increased Sales
Leverage insights to boost sales and reduce cancellations by identifying uncertainty and enhancing customer follow-up.

Auto Call Summary
Utilise GenAi to speed up call wrap time, ensuring accurate details for every interaction.

Xdroid - The Comprehensive Solution:

Identifying Top Performers
Xdroid goes beyond analytics, identifying top-performing agents and facilitating the sharing of best practices across the team.

Compliance Adherence
Ensure regulatory compliance by pinpointing where T&C's haven't been read, providing necessary training to maintain industry standards.

Transform Your Approach to Life Insurance with Xdroid

Xdroid is your strategic partner, unlock valuable insights and drive overall excellence in your operations by arranging a demo today.

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We are
avoira
fluent in technology

Xdroid