



Datasheet

TTEC Insurance solutions

Overcome complexity to boost results with modernized CX



Insurance policyholders expect seamless, modern insurance experiences with easy access to digital and human support. Yet complexity across claims, policy servicing, fraud prevention, and customer support creates friction that drives up costs and erodes loyalty at the moments that matter most.

Solutions for today's insurance challenges

TTEC gives insurers the operational infrastructure to support policyholders with empathy while handling every claim with confidence and speed.

We help leading insurers manage their biggest CX challenges, including simplifying complex claims and back-office processes, finding and retaining expert licensed agents, balancing AI with compliance, preventing fraud, integrating systems, and reducing member churn.

Specialized support for every insurance market

Property & Casualty Claims operations, FNOL (First Notice of Loss), fraud prevention, digital servicing, renewals

Life Insurance Enrollment, policy administration, servicing, retention

Pet Insurance Claims support, digital servicing, policyholder care

InsurTech Scalable customer operations, AI-enabled workflows, rapid growth support

+25
years supporting insurance operations

2,5K+
associates supporting the industry

32
lines of business across specialized insurance operations

24/7
multilingual support

Results that speak volumes

10-12%
faster case resolution time

25%
accelerated associate onboarding time

90%
quality scores

Millions
of dollars of new revenue generated

8-13%
lower AHT

11-25%
lower case volume

Source: TTEC and TTEC Digital clients

Why insurers choose TTEC



The claim moment, handled right. Empathy and operational precision come together throughout the claims process, when policyholders need them most



Compliance-ready, always. Compliance is built into every workflow, helping reduce risk without slowing operations



Retention is operations, not marketing. Better servicing creates stronger renewals and lasting customer relationships



Focus on the safe, high-value AI win. Advisory services and expertise to add AI where it creates value while keeping people involved in critical decisions

Our expertise



Claims & FNOL: Claims automation and servicing, multimodal FNOL intake, IVR-to-IVA modernization, real-time translation, conversation intelligence



Fraud and AI trust: Human + AI augmentation, TTEC intelligent fraud automation, fraud prevention



Back office and policy operations: Back-office technology optimization, cross-department workflow orchestration, back-office operations, data and knowledge management



Revenue generation: Collections & retention operations, loyalty & rewards programs, sales-BDR as a service, implementation



AI innovative solutions: Conversation intelligence, modern data estate, TTEC Insights, CRM/CCaaS optimization and integration

Ready to **modernize** your insurance customer experience?

Contact us to learn how **TTEC Insurance Solutions** can be applied at your business.

TTEC in action Conversation intelligence

Challenge

An insurer wanted to understand the “why” behind high transfer rates to reduce costs and caller frustration.

What we did at scale

- ✓ Used analytics to fine-tune the intent and map the call routing
- ✓ Used conversation intelligence to “listen” to the full conversations and capture intent, then determine complexity of the dialogue and the skills required to handle multiple issues
- ✓ Tuned bots to route calls to the right place the first time
- ✓ Identified opportunities for targeted training based on top performers
- ✓ Identified the most appropriate self-service opportunities

Results

\$2 million+
in initial savings

**Customized
roadmap**
for better experiences

About TTEC

For over four decades, TTEC has partnered with iconic and disruptive brands to turn customer interactions into meaningful connections. With a global ecosystem of CX experts, we design, build and deliver AI-powered, digital-first customer experiences that span the entire customer lifecycle. Our unique combination of operational excellence and deep technical expertise sets us apart as we work with clients to maximize moments that build trust, inspire lasting loyalty and deliver valuable business outcomes.

Together with our team of architects and builders at TTEC Digital, we integrate data, analytics and AI within the world's leading CX technology platforms to help clients optimize what they already have, integrate what they need next, and achieve powerful business outcomes. Learn more at ttec.com and ttecdigital.com.