INVOSYS

UNION INSURANCE services

Case Study: Union Insurance

Union Insurance speeds up complex insurance sales leading to enhanced service and profits.

Union Insurance provides people with access to greater financial security through insurance plans that protect against the financial impact of major life traumas.

Union Insurance strives to exceed its client's expectations through customer service, embracing technology and innovation to deliver affordable products for their members.

The Challenge

Facilitate complex blended sales process

Increase operational flexibility

Improve visibility and margins

The Solution

Both auto and predictive dialling with intelligent scripting powered by next best action workflow and integrated with Union Insurance's CRM system.

The Benefits

› Increased contact rates leading to higher sales

› Reduced training times

› More up-sell/cross-sell opportunities

› Better visibility of costs and KPIs

› Increased customer satisfaction rates: 80% of customers would now recommend UIB

› More efficient business processes

› Advisors can sell the most appropriate policy and scripts automatically change based on the information provided by the customer

> **Advisors forgot to ask for certain information and applications had to be re-done. Now, data capture is more complete because the system guides the advisor and feeds the relevant information to them. We can also change scripts easily. The reporting we get enables us to measure conversion rates, which helps us see which products or scripts work best, and if necessary, make modifications when required.**
>
> Union Insurance
> Operations Manager

> **Invosys has given us greater control over how our marketing campaigns feed into our call centre, with the right script and product being presented to the agents. We have been very impressed with their technical acumen and the flexibility of the system.**
>
> Union Insurance , IT Director

Get Started with Invosys

Our commitment to understanding unique challenges for customers, partners and resellers is unwavering. Reach out to our team at Invosys to learn how we're helping organizations like yours manage their UCaaS and CcaaS platforms. We're committed to providing world-class solutions in the telco, UCaaS, CcaaS space and more to create exceptional customer service and build genuine relationships based on trust. Take advantage of our solutions today by connecting with our team.

Ready to Transform Your Business Communications Like Union Insurance?

Contact Us

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