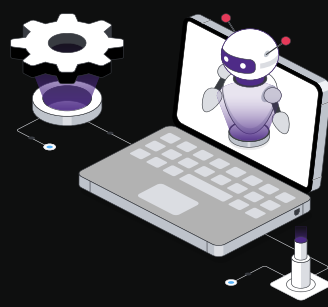tezo

Conversational AI: For Smarter Customer Interactions at Scale

A prominent regional insurer serving millions across life, health, and investment products needed to modernize how customers accessed support and completed transactions.

Legacy interfaces created friction in high-volume tasks like claims and policy management. We implemented a conversational AI chatbot using Microsoft Azure, designed to offer real-time, self-service assistance within their digital platform. Built on a scalable, low-code framework, the bot now guides users through claims, status checks, and more—improving service speed, reducing support dependency, and elevating the overall customer experience.

Impact

The solution not only eliminated repetitive high-frequency queries but also reshaped user behavior—positioning self-service as the preferred and intuitive

40%	50%	24/7
Reduction in customer support workload	**Faster completion** of key customer tasks	**Real-time support** via intelligent chatbot

Tezo Edge

Customer Experience Barriers	Conversational AI Interventions
Customers faced delays navigating claims and policy services.	AI-powered chatbot enabled real-time, guided self-service for key functions.
High volume of repetitive support queries overwhelmed	40% of routine queries redirected to chatbot, reducing manual load.
Legacy UI lacked personalization and intuitive flow.	Context-aware, conversational interface tailored to user intent and policy data.
Limited availability of support outside working hours.	24/7 chatbot availability ensured consistent service accessibility .
Fragmented access to services like e-cards and claim status.	Unified chatbot experience integrated into web platform for seamless access to services.
Slow task completion due to manual processes.	50% improvement in task speed through automation and intelligent routing.

Tech Stack

.NET   Azure   Microsoft .NET   Microsoft Cognitive Services

Let's build your AI advantage.

If you're rethinking how your systems, data, and teams should work together, you're in the right place.

Talk To Us