



AI-Powered Omni-Channel Engagement and Informed Interactions for Insurance Companies

Delivering the service your policyholders expect

In the insurance industry, communication isn't just a service—it's a promise. Whether assisting with a claim, updating a policy, or explaining coverage, the speed, accuracy, and empathy of each interaction determine how policyholders perceive your brand. In a competitive market where loyalty is hard-won and easily lost, delivering seamless, informed experiences across all touchpoints is critical.

That's why Alvaria's AI-powered Omni-Channel and Informed Interactions platform is built to meet the unique demands of insurers. By unifying engagement across voice, SMS, chat, email, and portals, Alvaria enables carriers to resolve issues faster, reduce costs, and elevate the policyholder experience—while staying fully aligned with industry regulations.

Break Down Silos and Build Policyholder Trust

Insurance operations often span multiple departments and platforms. Policyholders are forced to repeat information, and agents struggle to locate context. Alvaria eliminates these bottlenecks by consolidating all customer interactions into a single, AI-driven interface—giving agents instant access to prior claims, policies, communication history, and more. The result? Faster resolutions, higher satisfaction, and reduced operational drag.

Smart Interactions at Every Stage of the Policyholder Journey

Whether onboarding a new policyholder, answering a billing question, or managing a claim, Alvaria ensures each interaction is timely, relevant, and easy. With 82% of consumers (Salesforce) expecting to resolve complex issues with a single agent, Alvaria's smart routing and real-time context deliver exactly that. The platform predicts intent, automates common interactions, and prioritizes high-value or sensitive engagements—empowering your team to focus where it matters most.



52%

faster resolution

AI-Powered Efficiency

Desk365 reports a 52% drop in resolution times when AI is used in service channels, while Desku.io finds a 95% improvement in satisfaction when support is handled seamlessly across channels.

82% of consumers (Salesforce) expect to resolve complex issues with a single agent. In insurance, this means seamless claim handling, policy inquiries, and billing questions without frustrating handoffs.

Single-agent resolution expectation

82%

expect single-agent resolution

Purposeful Outreach That Builds Loyalty and Reduces Lapse

Retention is critical in insurance, and proactive communication is key. Alvaria uses predictive models and behavioral insights to automate reminders, upsell opportunities, renewal prompts, and more—choosing the right time, channel, and message for every policyholder.



33%

cost reduction

Enhanced Retention

According to Convin.ai, insurers using AI for outbound and inbound interactions saw a 33% reduction in costs while improving policyholder engagement and lifetime value.

Compliance Built In, Not Bolted On

From TCPA and CFPB to state-specific regulations and internal audit protocols, compliance in insurance is complex. Alvaria helps simplify it with built-in consent and communication preferences, real-time suppression of noncompliant outreach, detailed interaction logs for audit readiness, and on-screen guidance to ensure agents follow regulatory steps. With Alvaria, every communication is governed by intelligent rules that protect your brand and your policyholders.

Faster Claims Processing

Streamlines claims handling and policyholder communications across all channels, reducing processing times and improving satisfaction scores.



Time

reduced processing time
Unified claims journey

Policy Renewal Management

Uses AI to identify policyholders at risk of lapsing and automatically triggers personalized renewal campaigns through their preferred channel.

24/7

retention monitoring
AI-powered insights

Regulatory Compliance

Built-in TCPA and CFPB compliance controls with audit trails ensure all policyholder interactions meet regulatory requirements while maintaining service quality.

100% compliant interactions
Embedded safeguards

Enhanced Service Delivery

Provides agents with contextual policyholder information and real-time insights to deliver more personalized, efficient insurance experiences.

↑ CSAT policyholder satisfaction
Contextual intelligence

Alvaria Intelligence Platform + Agentic AI: The Smart Engine Behind the Scenes

At the core of the solution is the Alvaria Intelligence Platform, powered by Agentic AI—a learning system that adapts to policyholder behavior in real time. It can anticipate churn risk or service needs, escalate emotionally sensitive interactions to live agents, automate routine policy updates and FAQs, and analyze sentiment to inform retention and service strategy. With every conversation, it gets smarter—enabling you to deliver a better experience without increasing workload.

AI

adaptive intelligence

Real-time learning



Proven Results for Insurance Providers

Alvaria helps insurers shorten time to resolution across policy and claims interactions, increase first-contact resolution rates, lower costs through intelligent automation, drive higher CSAT, NPS, and retention metrics, and maintain consistent compliance across all channels. From underwriting to claims to renewals, Alvaria enhances every step of the policyholder journey.

Complete policyholder experience optimization

360°

policyholder view

Deliver the Service Your Policyholders Expect

Policyholders don't just want coverage—they want confidence. Confidence that their insurer will be there, answer quickly, and provide clarity when it matters most.

Alvaria helps you deliver on that promise, modernizing your engagement strategy with AI-powered precision and human-centered design.

Visit [Alvaria.com](https://www.alvaria.com) to discover how to elevate your policyholder experience with intelligent, compliant, and seamless interactions. Because in insurance, every conversation builds—or breaks—trust.

Learn more at www.alvaria.com



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About Alvaria™ Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. © Copyright 2025 Alvaria, Inc. All Rights Reserved. 9514US-A 10/23