



Unlock the Power of NiCE with Natilik: Six Tools for Exceptional Customer Experiences for Insurance Providers

As a trusted NiCE partner, Natilik helps you harness the power of NiCE Enlighten AI, CXone, and Workforce Engagement Management (WEM) to transform customer service across your insurance business.

NiCE's AI-powered solutions are used globally by leading insurers to enhance customer experiences, reduce operational costs, and drive service excellence. With Natilik's expertise, you can confidently implement these proven tools to deliver measurable outcomes for your contact centre.

Discover six powerful AI tools that will transform your insurance operation...

1.

Automated Wrap-Up

Reduce handling times on policy servicing and claims calls with Enlighten AutoSummary, which automatically generates wrap-up notes from every conversation. Ensure key details are consistently captured across all interactions, reducing manual effort and improving case handover efficiency.

2. Natural Language Understanding (NLU)

Utilise the latest in AI-powered NLU technology to deliver effortless self-service, helping customers quickly check policy details, payment statuses, or submit first notice of loss (FNOL). Reduce call costs while improving customer satisfaction with intuitive, conversational experiences that are easy to manage and are available 24/7.

2.

3.

Chatbots and Virtual Assistants

Provide instant, 24/7 assistance on the channels your policyholders prefer. Enable customers to check renewal dates, update policy details, request proof of insurance, or receive underwriting updates while reducing agent workloads and improving resolution speeds for complex queries. You can also benefit from automation across digital messaging and voice channels to further streamline customer interactions.

4. Automated Quality Management (AQM)

Unlock the benefits of visibility. Empower your quality team with Enlighten AI to analyse 100% of customers interactions and identify the agent behaviours that result in great customer outcomes. Utilise this newfound insight to drive better agent behaviours through measurable coaching and performance management aligned to the goals of your business and customers.

4.

5.

Knowledge Management

Leverage CXone Expert to deliver AI-enhanced, compliant knowledge to customers and agents across all channels, ensuring accurate, fast delivery of policy terms, claims processes, and underwriting guidelines. Boost productivity while ensuring your customers receive consistent, clear answers across your website, app, IVR, and agent desktop.

6. Proactive Engagement

Keep customers informed with proactive notifications across SMS, WhatsApp, email, and voice. Send renewal reminders, claim status updates, appointment confirmations, and policy alerts to reduce inbound contact while building trust and loyalty with proactive, personalised outreach.

6.

Your Confident Guide

Adopt AI with confidence, with Natilik as your guide

- ✓ Trusted partner for insurance service transformation
- ✓ Market-leading, proven AI tools tailored for insurers
- ✓ Expert guidance from design through to implementation
- ✓ Measurable improvements in customer satisfaction

Ready to Transform Your Insurance Contact Centre with NiCE?

As a trusted NiCE partner, Natilik is ready to help you implement these proven AI-powered tools to revolutionise your customer experience, enhance operational excellence, and deliver measurable business outcomes for your insurance organisation.

[Get in touch to find out how these tools can assist your organisation.](#)