Loop.ai Group AI AGENT FOR BACK-OFFICE KNOWLEDGE ASSISTANCE

BUSINESS CHALLENGE

The client aimed to create an AI agent to standardize the expertise of all back-office agents, regardless of their experience. Trained on the knowledge of senior agents, the AI agent helps junior agents quickly find the right documents and responses. It extracts, ranks, and suggests solutions based on historical answers from the most knowledgeable agents.

Previously, the client used an internal FAQ for each insurance product, but this method still required considerable time for agents to find the correct answer.

COGNITIVE SOLUTION

The AI agent, developed by a Loop Certified Partner using the Loop Cognitive Platform, leverages historical questions, answers from efficient agents, product contracts, marketing materials, compliance logs, and audit logs.

Dark data used for training:
Historical data used by human agents, including contracts, compliance logs, and audit logs.

Dark data used for inference:
New back-office request.

Industry: Insurance

LEADING EUROPEAN INSURANCE

A leading insurance company with over 10 million customers and 10,000 branch offices, offering a full range of insurance and financial products. It is particularly active in the supplementary social security and health sectors.

RESULTS

11% IMPROVEMENT
in average resolution time

7% REDUCTION
in human agents errors

100% PROTECTION
of legacy system investment