LEVERAGING TECHNOLOGY TO IMPROVE CUSTOMER EXPERIENCE WHILE SIGNING FOR INSURANCE

A PROJECT REPORT

Submitted by,

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Under the guidance of,

Mr. SYED MOHSIN ABBASI

in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING

At

GAIN MORE KNOWLEDGE
REACH GREATER HEIGHTS

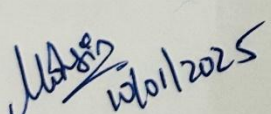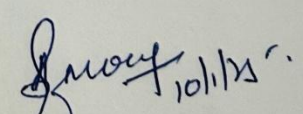**PRESIDENCY UNIVERSITY**

BENGALURU

DECEMBER 2024
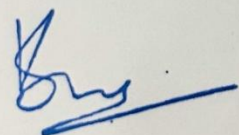
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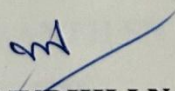
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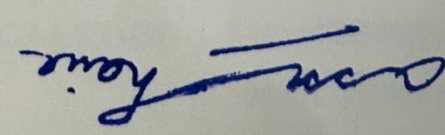
CERTIFICATE

This is to certify that the Project report **"LEVERAGING TECHNOLOGY TO IMPROVE CUSTOMER EXPERIENCE WHILE SIGNING FOR INSURANCE"** being submitted by "ROHIT SHIVANAND MUGALKHOD, PRASHANTH SN, NITHIN HM, DHANUSH C R, KANALA KRISHNA SAMHITH" bearing roll number(s) "20211CSE0674, 20211CSE0631, 20211CSE0666, 20211CSE0671, 20211CSE0889" in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering is a bonafide work carried out under my supervision.

Mr. SYED MOHISN ABBASI
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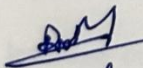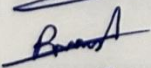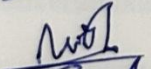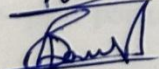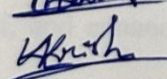Dean -School of CSE&IS
Presidency University

PRESIDENCY UNIVERSITY

SCHOOL OF COMPUTER SCIENCE ENGINEERING

DECLARATION

We hereby declare that the work, which is being presented in the project report entitled **LEVERAGING TECHNOLOGY TO IMPROVE CUSTOMER EXPERIENCE WHILE SIGNING FOR INSURANCE** in partial fulfillment for the award of Degree of **Bachelor of Technology** in **Computer Science and Engineering**, is a record of our own investigations carried under the guidance of, **Mr. SYED MOHSIN ABBASI, ASSISSTANT PROFESSOR, School of Computer Science Engineering & Information Science, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

	ROHIT SHIVANAND MUGALKHOD	**– 20211CSE0674**
	PRASHANTH SN	**– 20211CSE0631**
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ABSTRACT

The insurance industry often struggles with making policy documents accessible and comprehensible to a diverse audience, resulting in poor customer experience and decision-making challenges. This project, addresses these issues by implementing a range of advanced, customer-centric features on a digital platform.

Our solution integrates:

1. Document Summarization: Simplifying verbose insurance documents into concise, jargon-free summaries, ensuring customers can easily grasp the essential information.

2. Regional Language Translation: Converting summarized policies into multiple regional languages to cater to a diverse audience and promote inclusivity.

3. Chatbot Integration: Deploying an AI-driven chatbot to answer user queries, assist with navigating policy details, and provide 24/7 support.

4. Backend Microservice API: Creating modular, scalable backend APIs to streamline functionalities such as text processing and data integration.

5. Text-to-Speech (TTS) Conversion: Providing audio summaries of policies, making information accessible to visually impaired users and those who prefer auditory learning.

6. Personalized Dashboards: Offering users a tailored interface to manage their insurance policies, track updates, and access relevant features.

7. Policy Comparison with Personalization: Enabling users to compare multiple insurance policies based on their preferences, enhancing decision-making and customization.

These features leverage cutting-edge technologies such as natural language processing, machine learning, and conversational AI to create an intuitive, accessible, and user-friendly experience. By addressing key pain points in the insurance industry, our project promotes transparency, builds customer trust, and enhances overall satisfaction. This initiative also underscores the potential of technology to revolutionize customer engagement and service delivery in the financial sector.