Added Functionality

Claim Process

Intent: I want to file a claim

System ask: Please mention your policy number in xxxx/xxxxxxxxxx/xx/xxxxxxxxxx (4-10-2-10) format

User: 1234/2323232323/23/1234

System: Mr. Kapil your 2 wheeler Bajaj Pulsar 180 is insured with us, what claim would you like to file?

User: My bike burnt down in an accident, I want to claim total loss/ My bike met with an accident, I’d like to book an appointment with a garage

System: Sorry to hear about that, would you like to attach any documents/photos along? [option to attach files]

System: I have taken in your claim, it is forwarded to concerned department, your ticket number is: 1234567

User: Okay

User: I want to check status of ticket number: 1234567

System: It is under processing

User: My bike met with an accident, I’d like to book an appointment with a garage

Intent: Book appointment (garage partners)

[List of garage partners > date > time]

Create and integrate a goolge sheet with following database, whenever a user enters a policy number, it should be possible to fetch policy details from this database. Whenever someone asks to file a claim, Claim Filed field will be populated with Y (yes) and in comments we will put user’s input. I have filled few fields so that you can understand the above convo. For filling rest of the fields, attaching a sample pic in the end.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Policy Number | Insured Name | Insured Contact Number | Insured Address | Nominee | Period of Insurance | RTO Location | Registration Number | Make | Model | Engine Number | Chasis Number | Vehicle IDV | Total Premium | Claim Filed? | Comments | Status of Claim |
| 1234/2323232323/23/1234 | Kapil |  |  |  |  |  |  | Bajaj | Pulsar 180 |  |  |  |  | Y | My bike burnt down in an accident, I want to claim total loss | Under Processing |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  | Y | My bike met with an accident, I’d like to book an appointment with a garage |  |

Similarly, another feature can be done within this, if a user wants to pull out info like, what is my idv? What is my insured period/period of insurance/policy expiry date? Nominee name?

If we can edit this sheet via bot, then we can also add functionality such as: edit contact number, address, nominee and so on

Sample pic

