
Gemini-Tot

Level, Capability, Parent, Description

- 1,Customer Relationship Management,"Ability to establish, maintain, and enhance interactions with customers throughout their lifecycle."
- 2,Customer Acquisition,Customer Relationship Management,"Activities related to attracting and onboarding new customers, considering Australian market regulations and consumer preferences."
- 3,Lead Generation,Customer Acquisition,"Identifying and qualifying potential customers through various channels relevant to the Australian demographic."
- 3,Policy Enrollment,Customer Acquisition,"The process of formally registering new customers and issuing insurance policies in compliance with Australian legal frameworks."
- 2,Customer Service,Customer Relationship Management,"Providing support and assistance to customers regarding their policies, claims, and general inquiries, adhering to Australian service standards."
- 3,Inquiry Handling,Customer Service,"Responding to customer questions and requests via phone, email, or online channels, tailored to Australian communication styles."
- 3,Policy Servicing,Customer Service,"Managing customer policy details, renewals, and endorsements in accordance with Australian insurance regulations."
- 1,Product Development and Management,"Ability to conceive, create, and oversee insurance products that meet market needs and regulatory requirements."
- 2,Product Design,Product Development and Management,"Defining the features, benefits, and terms of new insurance products, considering the Australian risk landscape and consumer demands."
- 3,Market Research,Product Design,"Analyzing the Australian insurance market, competitor offerings, and customer needs to identify product opportunities."
- 3,Actuarial Analysis,Product Design,"Assessing and pricing insurance risks based on Australian-specific data and actuarial principles."
- 2,Product Lifecycle Management,Product Development and Management,"Managing the entire lifecycle of insurance products, from introduction to retirement, adapting to changes in the Australian market and regulations."
- 3,Product Marketing,Product Lifecycle Management,"Promoting and distributing insurance products to target customer segments within Australia."
- 3,Regulatory Compliance,Product Lifecycle Management,"Ensuring all insurance products and processes adhere to Australian laws and regulatory guidelines (e.g., APRA)."
- 1,Claims Management,"Ability to identify, track, and respond to a demand or request to indemnify customers under the terms of an agreement."
- 2,Claims Intake and Assessment,Claims Management,"Receiving initial claim reports and evaluating their validity based on policy terms and Australian legal requirements."
- 3,Claim Reporting,Claims Intake and Assessment,"Providing channels and processes for customers to submit claims, compliant with Australian accessibility standards."
- 3,Initial Claim Review,Claims Intake and Assessment,"Verifying policy coverage and gathering preliminary information for new claims in accordance with Australian insurance practices."
- 2,Claims Processing and Settlement,Claims Management,"Managing the detailed investigation, evaluation, negotiation, and resolution of insurance claims according to policy terms and Australian law."
- 3,Loss Adjustment,Claims Processing and Settlement,"Assessing the extent of the loss or damage and determining the appropriate payout amount as per the insurance policy and Australian legal precedents."
- 3,Fraud Detection and Prevention,Claims Processing and Settlement,"Identifying and mitigating fraudulent claim activities, adhering to Australian legal frameworks for fraud."
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