
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."
