Speech enabled Self Help System for Insurance Agents*

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Abstract

Insurance agents act as intermediaries between the insurance company and their clients. Insurance agents keep track of several important information of their clients (example policy status, maturity status, change of address request) by being in touch with the insurance companies. Of late call centers have been set up by insurance companies to cater to the insurance agent informaton request. Insurance companies spend a lot of time and money to maintain a people driven call center to cater to the different kinds of information sought by insurance agent on behalf of their clients (example, *What is the maturity value of the policy TRS102767*) and themselves (example, *When was my last commission paid?*). There is a need to have an automated self help system to cater to the insurance agents for economic reasons. In the talk we will focus on the functionality of the laboratory demonstration system built using various in-house and third party tools. The system has essentially three parts - the speech recognition engine converts the spoken speech to text, the text is analyzed using natural language techniques and converted into a query to obtain a response information (from a textual or relational database); the response text is then SMSed using a SMS gateway. The broad functioning of the system will be discussed and a demonstration (logistics permitting) of the system shown during the talk.

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*build as a demonstration system for an insurance firm in UK