

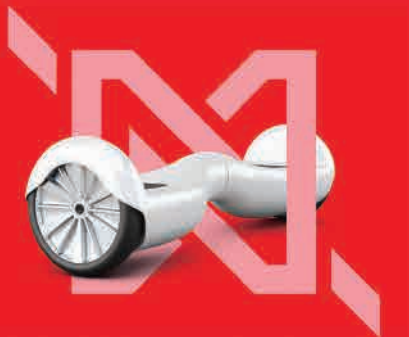
# CHATBOT SOLUTION FOR EMPLOYEE ASSISTANCE

Telesure Investment Holdings (Telesure) owns and operates several leading insurance brands in South Africa.

## Problems Faced:

Telesure wanted to:

- › Enable their call center trainees and employees to have access to their leave policy
- › Provide real time assistance regarding FAQs pertaining to various insurance products
- › Provide employees with access to their Compliance Policies



## Solution:

Neutrinos implemented an FAQ Chatbot solution for Telesure's call center trainees.

Employees can interact with the chatbot for any queries pertaining to leave policy, FAQs pertaining to different insurance products and compliance. The bot is integrated to Telesure's Database and LDAP.

## Benefits:

- › Employees can interact with the chatbot at anytime and anywhere
- › No human intervention is needed
- › The bot provides real time assistance

Neutrinos is a Low-code Rapid Application & Digital Innovations company that offers a platform to ideate, transform and build complex enterprise applications within days, Sometimes hours.