

Streamline Your Contact Center Workflow with Wilmac Technologies AI Self-Service



To hear the conversation, click the horn to open a web page to safely play the audio.

Reduce redundant call volume by leveraging AI self-service tools to take those calls for you.

Hello, and thank you for calling Crimson City Insurance. What can I do for you today? I'm hoping you could help get me an update on the status of my claim. OK, let's gather some information first. Can you please give me the birthdate I have on file for you? Sure, it's January 1, 1989. Thank you. Now can you give me the last four digits of the social I have for your account? Yes, it's 1234. Got it. I see a few claims here on your account, but the most recent one is claim #123456. Do you want a status update on this claim? OK, here's the status I have for that claim: Claim #123456 is submitted, but currently pending review from an Would you like us to send you a text at this number when this claim is updated? Absolutely. That would be great.

Excellent! I will go ahead and note this in the system for you. How else can I help you today?

Actually, I need to update my son as an additional insured family member. Can you help me with that?

I can connect you with someone who can help with that. Hold tight while I find the proper agent for you.

Thank you.

