

# ServisBOT's Integration with Blue Prism's RPA provides a Claims Chatbot to Manage Insurance Claims More Efficiently and Conveniently.

*Blue Prism's Technology Alliance Program (TAP) partnership with ServisBOT offers the integration of an insurance-focused chatbot solution to Blue Prism's Robotic Process Automation (RPA), enabling customers to file an insurance claim with their provider using the convenience and 24/7 availability of a chatbot. This integration with ServisBOT's natural language technology adds a claims chatbot skill to the Blue Prism platform, helping insurance companies increase efficiencies and reduce costs across the complete claims management journey and within a Blue Prism Digital Worker's defined workflow.*

## Artificial Intelligence and Focused chatbots to manage Insurance Claims

Greater efficiencies in managing insurance claims can be generated through the convenience and conversational capabilities of a claims chatbot combined with AI-powered automation. This drives down operational costs while elevating customer experience through faster claims resolution times and reduced friction across the customer journey. ServisBOT's chatbot platform technology integrates natural language technology seamlessly with Blue Prism's Platform, tying AI-powered customer conversations to automated claims management workflows.

The combination of ServisBOT's technology and Blue Prism's Robotic Process Automation enables insurance providers to engage with customers in their preferred channel in more convenient and automated ways using natural language solutions, resolving claims faster, more efficiently, and at a lower cost to the business. ServisBOT makes it fast and easy for insurance providers to roll out a claims chatbot that securely integrates with customer data to deliver more personalized conversations that can then be integrated with Blue Prism's RPA platform to automate claims management in accordance with industry and business requirements.

### How it works

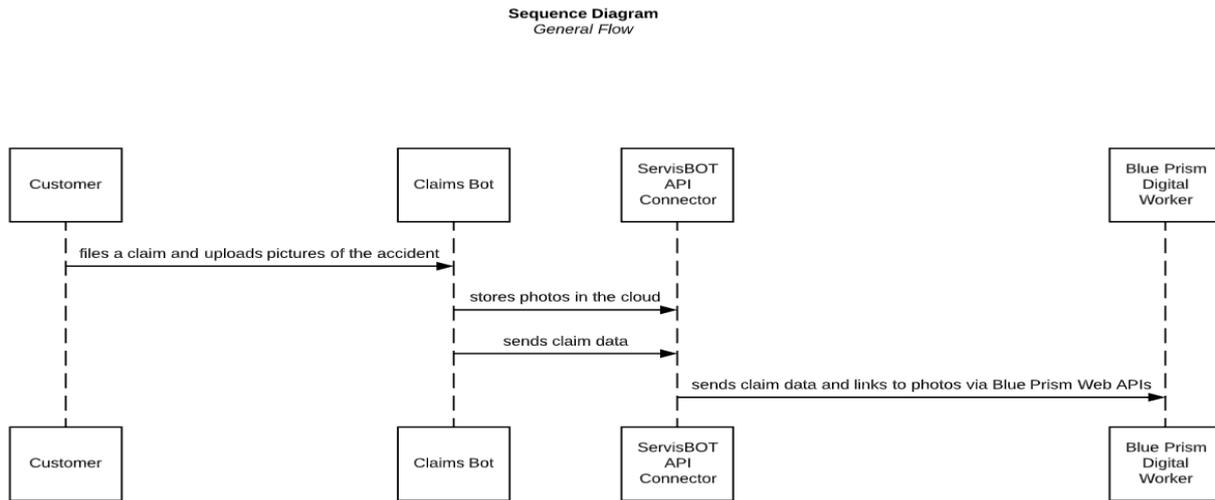
As an award-winning enterprise chatbot solution provider, ServisBOT helps interaction-intensive businesses, such as insurance companies, transform how they engage with customers using natural language technologies. The ServisBOT Conversational AI platform provides the tools for business users and enterprise developers to build chatbots for multiple business use cases, automating complete inbound or proactive journeys across multiple digital channels. The platform is built on an enterprise-grade architecture that supports centralized security, data integration, and scaling.

As the pioneer of the most robust, secure, and highly scalable Digital Workforce, Blue Prism's focus is on delivering an agile workforce that follows rules-based business processes and interacts with systems in the same way human users do – and that complements both traditional and leading edge IT solutions

such as business process management (BPM), OCR, AI, machine learning, and front- and back-office productivity tools.

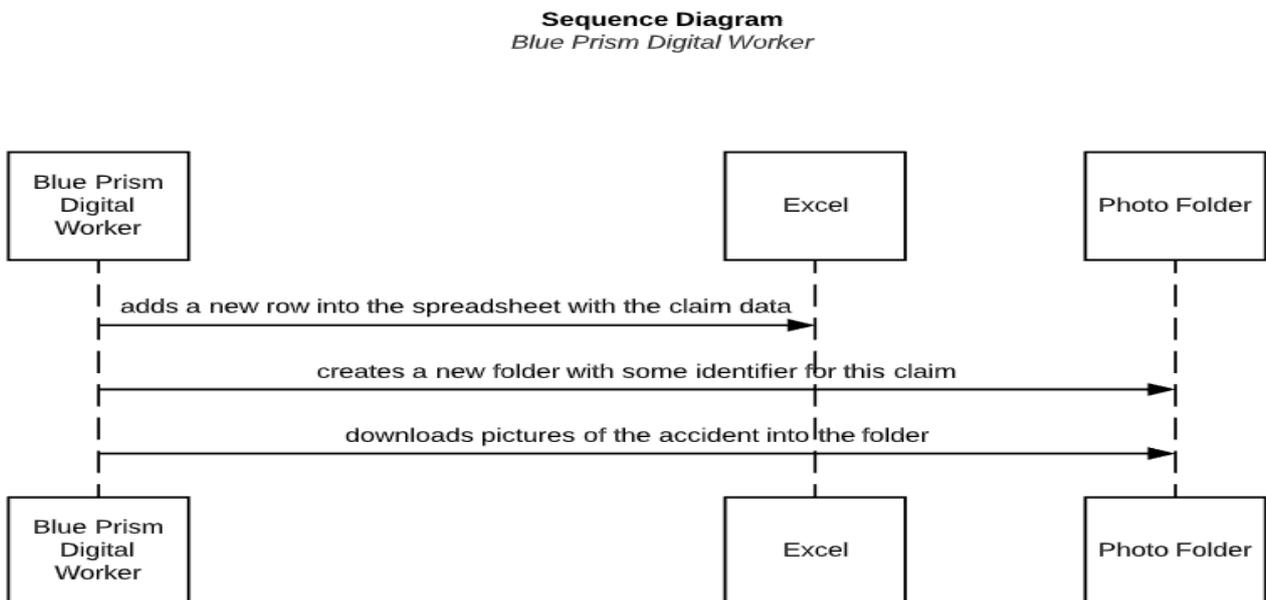
The integration of ServisBOT’s Claims Chatbot with Blue Prism’s Digital Worker is illustrated in the following images:

Image 1 shows the interaction between the customer, ServisBOT’s Claims Bot, and the Blue Prism Digital Worker



A customer can initiate a claim using the bot. The bot can be accessed via a link on the customer’s web browser, or can be easily embedded into the insurance provider’s mobile app. The bot prompts the customer for relevant information regarding the incident and the customer can respond by uploading photo images, document images, or by typing other information that supports evidence for the claim. The bot uses image recognition to extract the required information before passing it on to the Blue Prism Digital Worker.

A simple API request is made by the Claims Bot, leveraging ServisBOT’s API Connector technology, to a Windows instance where the Blue Prism Digital Worker is running.



*Image 2: sequence diagram of the Blue Prism Digital Worker's functionalities*

## Blue Prism and ServisBOT: Reduce friction across the Insurance claims journey

As enterprise chatbot specialists, ServisBOT's technology focuses on reducing the friction for customers and insurance providers across the complete claims journey by using natural conversation – applying natural language processing (NLP), OCR, and machine learning technologies, to understand customers' needs and capture and extract relevant claims information more easily– all while continuously learning from customer conversations.

- ServisBOT supports business users in creating their own chatbot solutions using the tools and blueprints from the platform, reducing their reliance on data scientists or IT. For more complex chatbot solutions, the platform offers tooling and services to enable enterprise developers.
- ServisBOT's claims chatbot can request important documents, images, or other information relevant to claims management and respond to customer's queries throughout a conversation. Information captured by the chatbot is integrated via APIs to the Blue Prism Digital Worker for automated processing. The combined solution reduces the friction, time, and cost across the complete process.
- ServisBOT Conversational AI + Blue Prism RPA also gives enterprises the benefit of removing manual or human interactions that drive cost and friction across a complete end-to-end claims experience or journey.

### Summary

ServisBOT Platform can capture data during customer/employee engagement with the ServisBOT Bots. The captured data can then be sent to the Client's Blue Prism RPA process for further processing.

### About Blue Prism

Blue Prism's vision is to provide a Digital Workforce for Every Enterprise. The company's purpose is to unleash the collaborative potential of humans, operating in harmony with a Digital Workforce, so every enterprise can exceed their business goals and drive meaningful growth, with unmatched speed and agility. Fortune 500 and Public-Sector organizations, among enterprise customers operating in nearly 70 countries and across 70 commercial sectors, trust Blue Prism's enterprise-grade connected-RPA platform. For more information, visit [www.blueprism.com](http://www.blueprism.com)

### About ServisBOT

Servisbot's Conversational AI Platform provides an array of tools to support the complete bot building journey, from managing NLP vendors to composing a personal bot experience. With these tools, customers can start with one of their own Bot Blueprints, hook up data, and then deploy in minutes. With an end-to-end experience in place, customers can make the bot their own.