
Sådan har Conversational AI transformeret Alm. Brand Group's kundeservice

Agenda

- *Alm. Brand Group*
- *Mød Albotta*
- *Mød Albot*
- *Spørgsmål*



Alm. Brand Group

Alm Brand ■ Group

Danmarks **2. største** forsikringselskab

700.000 kunder

2.400 medarbejdere

3 live chatbots

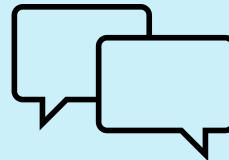
4 AI Trainers



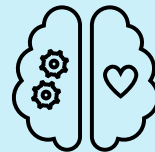
Mød Albotta



- Lanceret 2. juni 2021
- Bor på almbrand.dk
- Persona: Venlig, ydmyg, engagerende



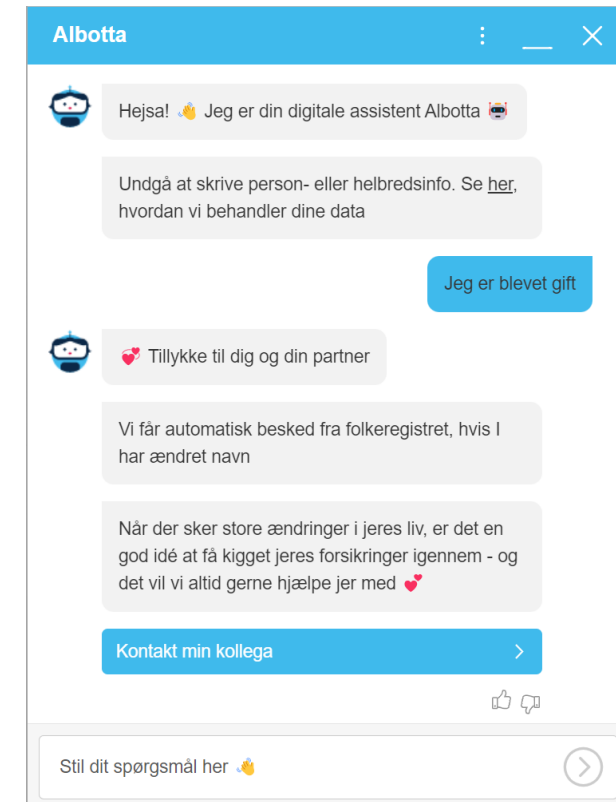
207.230*

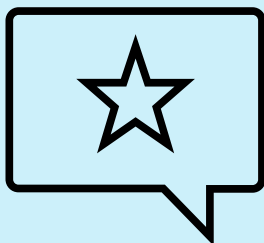


1.158



90%





Kvalitet

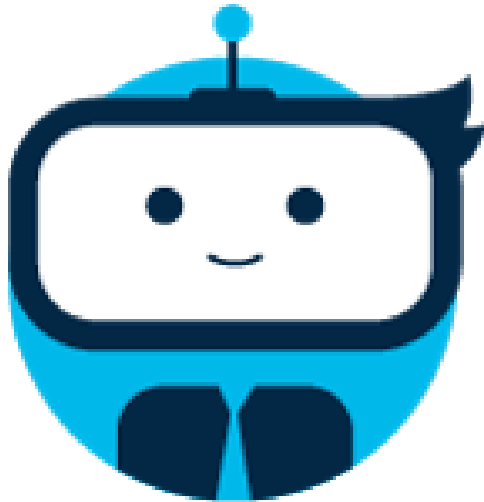
24/7

Tilgængelighed

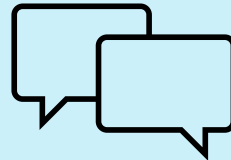


Indsigter

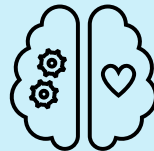
Mød Albot



- Lanceret 2. februar 2021
- Bor i Salesforce
- Persona: Kæk, faktuel, vejledende



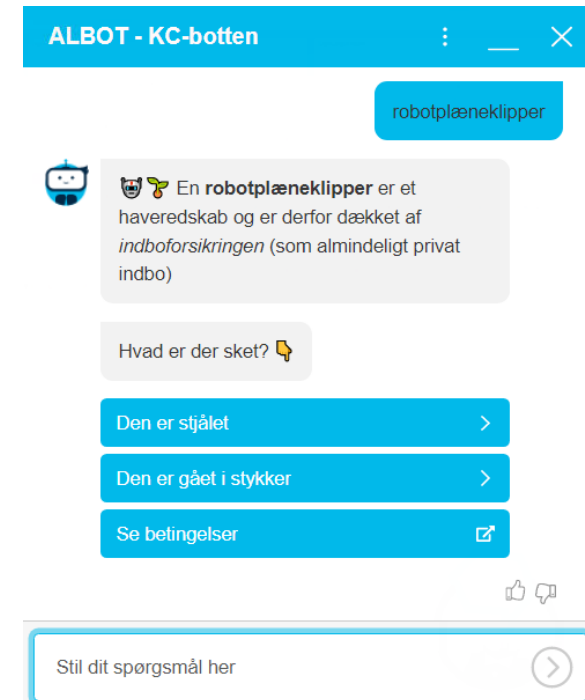
248.157*

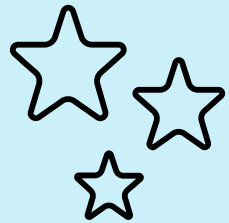


1.914

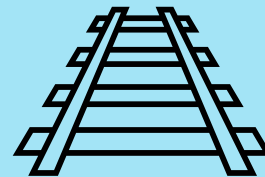


92%





Kundeoplevelse



Effektivitet



Indsigter

Spørgsmål?

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