

Compass—A Conversational Guide for Customer Self-Service

ProNavigator Compass is a customer workflow automation platform which powers responsive, conversational self-service—24 hours a day—to address common needs while reducing demands on your team.

Automated service that speaks insurance

To compete in this age of convenience, companies need to respond to customer sales and service inquiries in seconds, not minutes. Responsive, accurate customer service is the primary factor in strong customer retention and studies show that answering customer sales inquiries in real time substantially increases close rates.

Compass helps insurance organizations meet customer expectations while controlling costs by automating common workflows and delivering responsive, effective service—for example to answer product questions, generate quotes, determine coverage eligibility, and gather information—through an integrated chatbot.

Incredible service. Lower costs. Real results.

At ProNavigator, our only business is making the insurance business work better. That's why we designed Compass with technology and features to drive real results while improving efficiency and delivering actionable insights.



Answer Common Questions

Compass immediately and correctly answers your clients' most common questions—saving your team for more demanding activities



Provide Fast Quotes

Compass guides prospects through an optimized, conversational quoting process in real time, while answering their questions along the way



Simplify Account Changes

Compass lets customers request and make changes to their account—within your guidelines, of course—without distracting your team



Hand Off to Live Agents

If there's something an automated assistant can't address, Compass politely and seamlessly transitions the conversation to a live agent



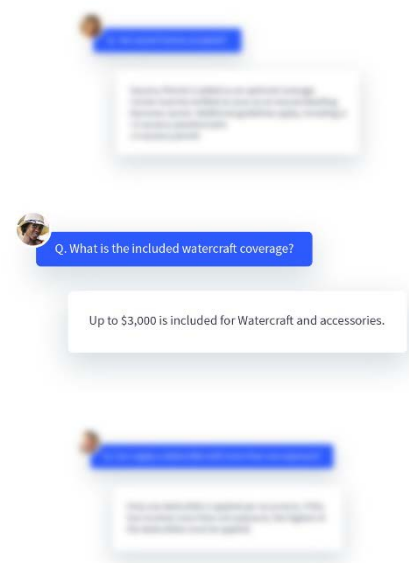
Integrate New Channels

Compass easily integrates with channels your customers want to use, including SMS and even voice assistants like Google and Alexa



Gain Valuable Insights

Compass provides you with real insights, so you can pinpoint questions your customers ask and the places they need the most support



We're proud to be trusted by more than 100 insurance organizations just like you.



Insurance Information Technology

We combine deep knowledge of the insurance industry, passion for innovation, and appreciation of real business challenges to build solutions specifically for brokerages and carriers. With Compass, you benefit from:

- ✓ Workflow automation tailored to the most common insurance customer needs—from answering coverage questions, to providing product quotes, to initiating claims
- ✓ Natural language processing, so your customers and prospects can ask questions the same way they'd ask a live agent
- ✓ Conversational, AI-assisted search which understands each inquiry and guides customers through a productive conversation
- ✓ Insurance-specific resource indexing which powers the fast behind-the-scenes search capabilities needed to keep conversations flowing

Plus, Compass is constantly learning from the real-world conversations it has with your customers, so it's always getting smarter and even more capable.

Feature Overview

Compass includes powerful customer-facing and behind-the-scenes features which drive efficient service outcomes and enable other business systems. Plus, Compass is easy to introduce—no software installation required—administration is easy, and the chat interface can be reskinned to match your brand.

Conversation Interface

Engage with customers to address service inquiries 24/7 with an automated, conversational self-service agent which 'lives' on your website.

Frequently Asked Questions (FAQs)

Prescribe exactly how the automated agent should answer the most common questions by choosing from a library of pre-built questions and customizing the answers, or by using stock answers that we provide.

Email Notifications

Stay informed by setting up email notifications to let you know each time a conversation concludes and to provide the information gathered by the automated service agent.

Avatar

Your Avatar is the face of your organization while your chatbot interacts with your prospects and clients—choose from a selection of avatar options or provide your own to build and reinforce your brand.

Conversation Flows

A conversation flow is an individual conversation path which addresses a particular customer need (e.g., getting a quote, making a coverage change service request, initiating a claim with a first notice of loss, etc.).

Defining conversation flows lets you optimize interactions to gather the requisite customer information through a preset line of questions and to efficiently guide the conversation to conclusion.

Communication with Systems of Record

To enable personalized self-service and to keep systems up to date, Compass communicates with systems of record to request and validate data, and to update systems with new information provided by the client.

Configurable and Customizable Integrations

Empower your business systems (e.g., Salesforce, HubSpot, Applied Rating) with information and data from the automated service agent through configurable and customizable integration options—our system can integrate with practically any application that offers an open API.

Service Metadata Logs and Transcripts

To power meaningful analytics and to enable your other business systems, each automated customer engagement generates a metadata log and associated conversation transcript.

Analytics

Compass provides advanced customer insights and usage analytics, so you can pinpoint the kinds of questions your customers ask and the places they need the most support—specific to your business.

We'd love to understand your information needs to see how our solution can help. Please reach out to us to schedule a conversation or demonstration.
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