

Zavarovalnica Triglav Slovenia Case: AI Chatbot Implementation

About the client

The Triglav Group is the leading insurance-financial group in Slovenia and the Adria region, as well as one of the prominent groups in South-East Europe. The company's annual revenue exceeds €1 billion and it employs over 5,000 people across its subsidiaries in Slovenia and other countries.

About the project

Implemented for Triglav, Comtrade System Integration's AI chatbot project (TRIA/TISA) revolutionized customer interactions by efficiently handling a high volume of inquiries and document processing. This scalable solution managed over 1 million messages annually from 3,000 users monthly, enhancing customer engagement through natural conversational flows and significantly improving operational efficiency in the insurance sector.

Challenges

- **Customer interaction:** Need for a human-like conversational flow to improve customer interactions.
- **Document processing:** Efficiently managing and processing a large volume of customer inquiries and documents.
- **Scalability:** Handling a high volume of messages and users effectively.

Outcome and benefits

- **Improved engagement:** Enhanced customer engagement with human-like interactions.
- **High volume handling:** Managed over 1 million messages per year with 3,000 users per month.
- **Operational efficiency:** Improved efficiency in handling customer inquiries and document processing.

Project goals

AI chatbot deployment:

Deployed an AI-powered virtual assistant (TRIA/TISA) to handle customer interactions.

Conversational AI:

Used advanced language models to ensure natural and effective conversations.

Scalable solution:

Designed to manage a large volume of interactions seamlessly.

Key numbers

1 M

Messages per year

3,000

Users per month

1

of the first chatbots
in the region

Additional insights

The AI chatbot implementation demonstrated the significant benefits of using conversational AI to enhance customer service in the insurance industry.