

Transforming Customer Conversations into Actionable Insights: **How a Leading Insurer leveraged Chatbot Analytics to Elevate Support Efficiency and Decision-Making**

The Problem

Our client, a leading global Insurer, faced significant hurdles in leveraging analytics across their operations. Traditional BI tools were slow, required manual SQL queries, and offered outdated visualizations – making it difficult for non-technical users to access real-time insights or build actionable dashboards. This highlighted the need for a more intuitive, responsive, and centralized analytics solution. There was a clear need for a modern, and user-friendly solution to enable efficient, data-driven decision-making.

Our Approach

Inadev conducted a short assessment of the current environment and technology landscape of the client, understanding our client's challenges. We realized legacy systems were slow and complex for non-technical users who heavily relied upon manual SQL queries and ad-hoc visualizations. As an outcome of the assessment, Inadev proposed a next-gen scalable reporting and analytical Chatbot which provided a user-friendly, conversational interface for real-time insights and customizable reports.

Solution Highlights

- **Automated SQL Query Generation:** Ability to ask questions in English and generate corresponding SQL queries automatically.
- **Dynamic Visualization Suggestions:** The chatbot recommends most suitable chart type and maps the appropriate data columns to axes.
- **Customizable Dashboards:** Frequently asked questions can be saved, enabling users to monitor specific metrics and build personalized dashboards.
- **Real-time Data Access:** Provides seamless querying and visualization from backend RDS instances for up-to-date insights.

Business Impact

55%

faster report generation over a period of 6 months.

65%

decline in SQL query errors due to automation.

5x

more dashboards generated by business users with real-time insights across 100+ KPIs.