



**ACCENTURE
TECHNOLOGY**

**ACCENTURE BOLT SOLUTION
FOR INSURANCE AGENTS**

Accenture Bolt Solution for Insurance Agents

As an insurance company, are you looking for a cost-effective, configurable solution to drive sales? Especially through your agent channel? Accenture Bolt Solution for Insurance Agents empowers agents with self-service capabilities to supercharge productivity and deepen their channel engagement.

Agents like Susan, immediately see their key performance metrics and suggested actions on the HN360 dashboard. Customizable smart lists help her prioritize her work and identify her customer's needs as she prepares for upcoming meetings. Susan sees lead source, segmentation, activity history and related details all in one place, and converts those leads into opportunities. The entire platform provides a frictionless experience and makes it easier for agents to do business with insurance carriers. A mobile friendly design makes it easy for Susan to follow up with customers based on their preferred contact channel and time available.

She learns more about the products she's working with by referring to a knowledge board of relevant articles and resources. Contextual search capabilities make it easy for her to locate customer records. And streamline renewal lists help her retain more customers. Susan has direct access to commonly requested forms, which helps her provide a better customer experience. She can submit a support request or live chat with contact-center agents to resolve more complicated issues with ease.

She collaborates with other agents and the insurance company to share ideas and experiences. And the live feed keeps her on top of the latest industry news. Susan sees how she's doing compared to her peers with meaningful relevant metrics. Configurable Bolt components give the insurance company the agility to meet evolving business needs and create an engaging experience, regardless of product mix.

Empower your agents with Accenture Bolt Solution for Insurance Agents, available on Community Cloud.

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