

FOR INSURANCE **CALL CENTERS AND OPERATIONS**

Instant Information Where It Matters Most

Speed up your team's customer response with **Sage by ProNavigator** - the only SaaS knowledge management platform **purpose-built** for insurance. Say goodbye to information overload and lost time hunting down documents in several places. Sage puts information at your fingertips with unmatched **AI-power**, accuracy, and speed.

With Sage, you can:



Retrieve mission-critical insurance content in seconds



Leverage a central knowledge base searchable by contextual AI



Lower average handling time (AHT) by significant margins



Save time and cut down on overhead and maintenance costs

Trusted by 125+ insurance organizations across North America



Just Log In And Go


Unlike legacy technology, the Sage cloud-based platform is easy to set up and requires **little IT support** or maintenance. What's more, with easy discoverability of information, less training for new staff is needed and **onboarding** can be done in a snap.

Put Customers Center-Stage

Don't let your customers wait. Give them a reason to love you and enable your call center team to find the right information instantly. It's a win-win for both team motivation and increased **customer satisfaction** (CSAT).

Unleash AI-Powered Search

ProNavigator's Sage platform applies cutting-edge **machine learning** and **NLP** that is trained on insurance terminology - it understands language used by front-line insurance workers. Plus, Sage's built-in data models have run thousands of searches and get better every time.

 Sage helps to streamline access to product knowledge, limit phone calls, and have information at your fingertips, ultimately allowing more time to focus on: providing advice and excellent customer service.



Chad Shurnaik
Peace Hills Insurance



Grow and Scale

Less time consumed searching for information means more time for other tasks. With **5-10 hours** saved per staff member every week, your teams have increased capacity to seize more revenue opportunities.

FEATURES AT A GLANCE

Search and Discovery

- AI-Contextual Search
- External Web Links
- Insurance Terminology
- Excerpts Preview
- Industry-specific Filters

Document Library

- Grid View / List View
- In File Search
- Version Control
- Favorites
- Shared Files
- Announcements

User Management

- SSO, RBAC
- Analytics & Insights

BENEFITS AT A GLANCE

- Time Savings per FTE
- Operational Cost Savings
- Faster Handling Time (AHT)
- Better Customer Retention
- Higher Customer Satisfaction
- Improved Onboarding
- Less Training

Get Started Today

Call us at 1 (855) 906-5323

or schedule a demo at

pronavigator.ai/