



## Skype4B Adapter for ManageEngine **to Insurance Industry**

# Client Profile

Customer is one of biggest names in Ireland when it comes to Insurance industry.

## Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: [www.sensiple.com](http://www.sensiple.com)

## Technology Used

Skype4B Adapter for ManageEngine



# Business Benefits

- Provision for a more personalized interaction
- Saves Agent time
- Improves First Call Resolution rate

## Business Challenges

- Time spent by the service representatives working on siloed systems to resolve an issue.
- Customer difficulty in connecting with the right agent.

## Solution Provided

- Developed a Skype4B Adapter with Chat ACD to connect with the right agent through Virtual Agent
- Extension window to handle all service desk requests
- One-click ticket creation /update functionality
- Storing the Chat contextual information in ManageEngine Servicedesk plus after the chat interaction

## Reach us

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