

# FrontDoor Navigator

Help members quickly address their most common questions. Insurance, made simple.



FrontDoor Navigator is a conversational application that recognizes and handles member requests. Available via websites, mobile apps, or chat channels, FrontDoor Navigator meets your members where they already are.

## BUILT FOR VERSATILITY AND VALUE

Automate common questions, retrieve answers quickly, and reduce contact center labor. Members bypass phone queues, reducing frustration and increasing satisfaction.

Introduce members to new services

Increase efficiency

Add a powerful new sales channel

## DISCOVERY PROCESS & COMMON INTENTS

Sensely will learn about your operational processes, your integration points, and will build a custom demo so you can see the end to end member experience.

### Pre-built intents with NLP phrase matching and machine learning include:

Add/remove dependents

Change contact preferences

Retrieve/order policy documents

Enroll and onboard new members

Initiate a new claim

You also receive access to Sensely's Conversation Design team, allowing you to create a continuous flow of new, high-value member queries.

Learn more at [www.sensely.com](http://www.sensely.com) or email us at [info@sensely.com](mailto:info@sensely.com)

## KEY BENEFITS



**Faster issue resolution**



**Improved member satisfaction**



**Personalization**



**Increase single-point interactions**



**Expanded service capacity**