

[Case Study]

ENHANCING CUSTOMER EXPERIENCE IN HEALTH INSURANCE WITH SECURE MESSAGING

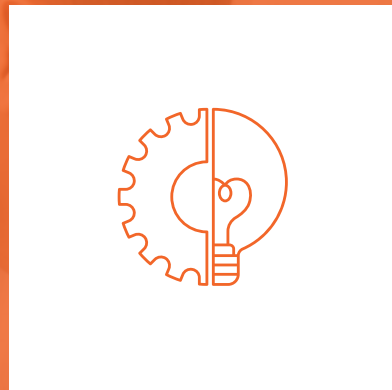


CHALLENGE

A health plan provider needed to establish a secure channel for communicating with members in their self-service portal. They needed a solution that maximized ROI and leveraged existing technology.

SOLUTION

Secure message center APIs for integrated secure messaging, email and file exchange within the CX Platform and health plan member services portal.

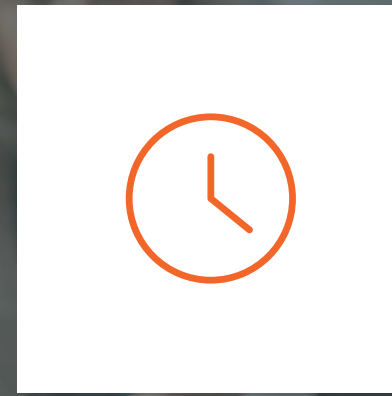


RESULTS

- Streamlined secure exchange
- Simplified user experience
- Strengthened data security & compliance
- Increased productivity for contact center agents

FUTURE OUTLOOK

The secure message center integration's success made it a standard feature in the insurtech's CX Platform, empowering insurers and strengthening collaboration with their members.



THANKS FOR READING!

Check out our blog for additional insights and to learn more.

[Read Blog Post](#)