Our Industry-First Personal Benefits Assistant Providing Real-Time Support

Sofia^{SM}, Businessolver's personal benefits assistant, provides support anytime, anywhere, for employees as they navigate the complex landscape of benefits.

An intelligent application, Sofia uses machine learning and natural language processing to provide support through chat and over the phone.

Available in more than 50 languages, day or night, Sofia is changing the way employees interact with benefits.
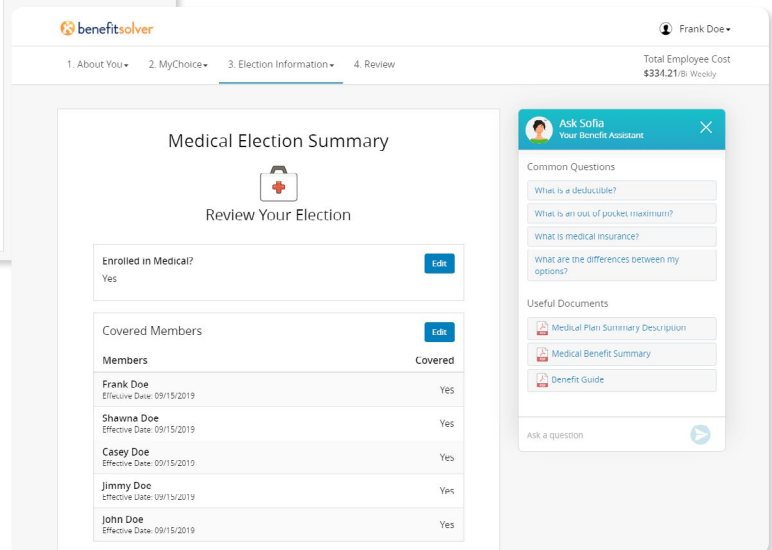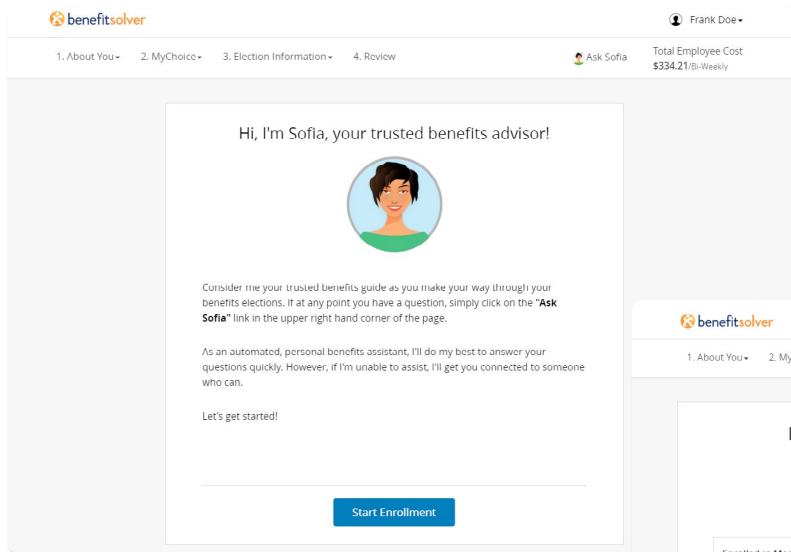
We built Sofia in-house, fostering our empathetic design approach. We didn't want to make another chatbot. We created a personal benefits assistant who is simply an extension of our Member Services team. The workforce has proven that they want information quickly, accurately and easily. That's why Sofia is more than a chatbot. She is an AI assistant who is helping employees navigate and use their benefits. Sofia is a trusted resource that is there when employees need help the most.

Capabilities:

- Available through live chat, the MyChoice Mobile App and over the phone
- Uses text-to-text and voice response
- Within chat, is available in more than 50 languages; 24/7
- Provides chat transcripts for full transparency on the member record
- Integrated into enrollment flow

Her expertise includes:

- Understands more than 200 benefits-related topics
- Sources customized responses from employee documents, verified websites and vendor APIs.
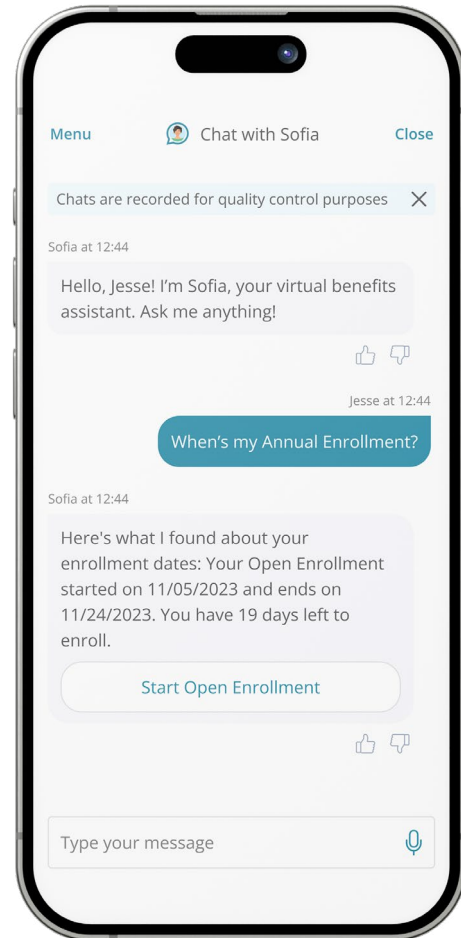- Advanced workflows for updating dependent and beneficiary information
- Can initiate enrollment windows
- Provides personalized benefits details and payment or status notifications
- Prompts users to optimize existing benefits based on conversation

Some of her most commonly requested topics include:

- Dependent Verification
- Plan Information
- Benefit Education
- Enrollment Status
- Carrier Information
- Understanding COBRA

TECH WITH *heart*

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