



Coverfox



Intalk.io

Agami Tech's flagship product, Intalk.io is a Multi-channel Unified Contact Center platform, which enables businesses to collate all customer interactions within a single reliable and robust interface. Empower your agents to better engage with your customers and deliver exceptional Customer Experience.



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INTRODUCTION

Coverfox is simply a smarter way for people to buy and manage their Insurance. It offers products online for Indian customers across categories like Health, Car, Life, Travel and Home Insurance. All the top insurance brands in India offer their products via Coverfox.

Impeccable research and simple intuitive way to buy insurance, backed by technology. No Spam, No cold calls, No Nonsense.

Source: [CoverFox LinkedIn](#)

BUSINESS CHALLENGES

Our initial brand audit revealed that Coverfox needed to enhance their current outbound calling process. The client's calling process was not providing effective output as their existing telephony system was unable to deliver telephony API integration at granular level.

We realized that the client was in need of a Contact Center solution which could seamlessly integrate with their CRM platform and other databases, while automating and unifying their entire outbound process.

Gratifying customer experience seemed to be a key requirement for the client.

CASE STUDY

CLIENT: COVERFOX
INSURANCE
INDUSTRY: INSURANCE
HEADQUARTERS:
MUMBAI

CLIENT REQUIREMENT

- 100+ Agent Terminals
- 4 PRIs
- Exceptional customer experience
- End-to-end API integration

RESULTS DELIVERED

- WebRTC based Chrome browser system interface
- Tightly integrated API integration with their homegrown CRM
- Increased telephony system efficiency
- Automated outbound process
- Customer behavior metrics

SOLUTION PROVIDED

Thanks to the dynamic API integration capabilities of **Intalk.io**, Agami-Tech was able to deliver seamless end-to-end API integration with the client's home-grown CRM system and other databases.

We helped the client replace their tedious manual outbound processes with the help of Click 2 Call feature API integrated right within their CRM. We integrated 4 PRI's to effectively handle the client's call volumes.

Key Features & Functionalities delivered:

- Contact Management API which pulled customer numbers in real time from the client's CRM database
- Automated dialing feature
- Chrome browser based WebRTC calling feature
- Seamless end-to-end API integration
- Unified customer information and engagement interface from their CRM itself
- Real-time dashboard delivering valuable insights such as call logs, call recordings, waiting time, call duration and much more
- Customer behavior & satisfaction statistics

ABOUT AGAMI TECH

Headquartered in Mumbai, India, Agami Tech is a multi-cultural Information Technology Solutions and Business Consulting Company.

We believe in building rock-solid relationships with our clients, to conceptualize and realize technology driven business transformation initiatives in the world of Unified Customer Interaction Management and Analytics.

Our vision is to become a world-class provider of consulting & information solution services focusing on and leveraging the synergies between three core areas of operations, telecommunications, Information Technologies and IP telephony.

We take pride in the fact that we have helped our clients achieve superior returns on their technology investments, which we have delivered through our best in class industry solutions, passion, the immense collective domain expertise of our people, and our global approach towards each project.

“CLIENT TESTIMONIAL”

“Excellent company. Delivered exactly what we wanted plus more. Very professional, responsive, and apparently experts at what they do. The company completed the entire deliverable, on time and provided us with a great solution. We will definitely continue to use their services and are looking forward to partnering with Agami Tech for future projects needs and would like to recommend to organizations with similar requirements.”

-DEVENDRA K RANE
Founder & CTO