

**Date:** 29.1.2018

**Publication:** The Hindu Business Line

**Page No.:** 7

**Edition:** Pune, Delhi, Hyderabad, Chennai, Ahmedabad, Mumbai, Bangalore, Kolkata

## News in Short

### Say 'BOING'

Bajaj Allianz General Insurance recently announced its chatbot 'BOING' on Amazon's Alexa – a cloud-based voice service that is available on Amazon's Echo Through BOING, the company intends to provide a quick

resolution to customers for any query they may have through voice commands. For instance, customers can ask their Amazon Echo Device, "Alexa, ask BOING what is NCB?" and Alexa will reply to the command. Initially, BOING will answer insurance-related queries which don't require any authentication and can be accessed by anyone. However, soon, it is likely to start policy servicing related features, including registering a claim, status of policy/claim and getting a soft copy of the policy.



**COMPILED BY RESEARCH BUREAU**