



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

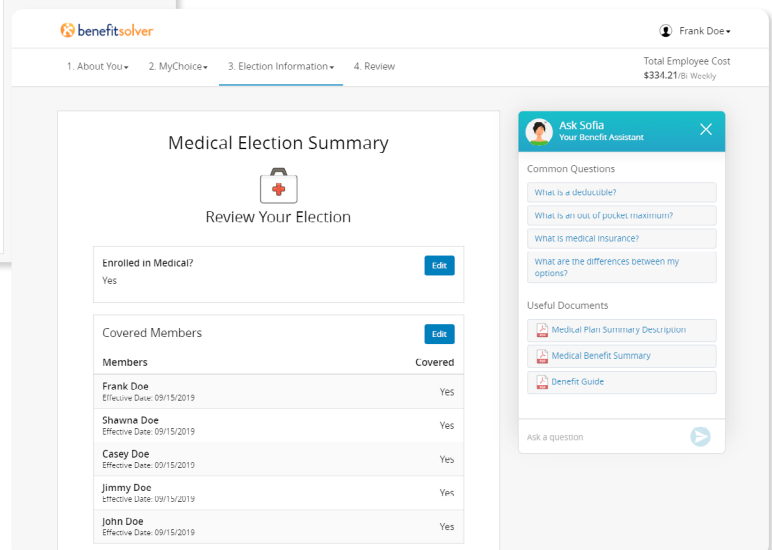
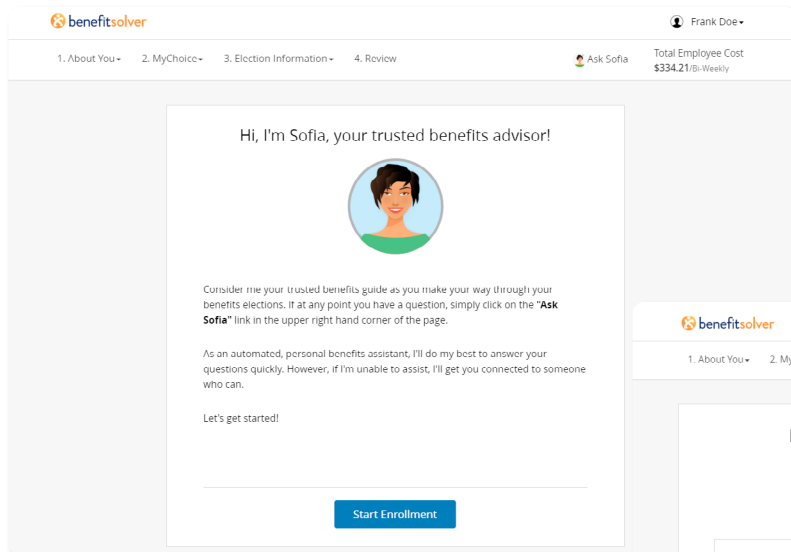


Sofia<sup>SM</sup>, Businessolver's personal benefits assistant, provides support anytime, anywhere, for employees as they navigate the complex landscape of benefits.

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



**Available in  
multiple 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 multiple 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



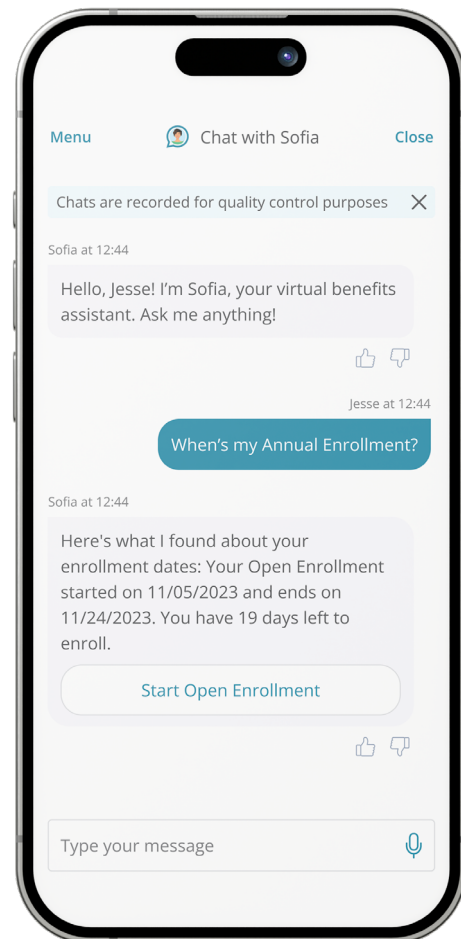
Can initiate enrollment windows



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

