

AI that reviews, explains and builds.

Reports, data insight and apps built around your work.

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AI reviews & audits

Check work, follow the evidence and prepare the next step.

Call auditing

Check the answers and how the call was handled.

WHAT THIS SHOWS

QA-1044 · CALL AUDIT

1 of 2

Call audit

Sources: call transcript + quote

Fail

Overall result

56 / 59

Checks passed

3

Checks failed

Review required

Additional drivers and convictions were not confirmed. The voluntary excess differed from the quote.

Quote comparison

CHECK	QUOTED	CALL FINDING	RESULT
Vehicle make	Ford	Ford	Pass
Vehicle use	SDP	Social, domestic and pleasure	Pass
Annual mileage	8,000	“yeah about eight thousand”	Pass
Voluntary excess	£250	£200; correction not acknowledged	Fail
Named drivers	None	Assumed; not confirmed	Fail
Motoring convictions	None	Not discussed	Fail

6 of 59 checks shown. Totals cover the full example.

Required follow-up

- 1. Confirm additional drivers and convictions.
- 2. Resolve the £250 / £200 excess discrepancy.

Continued on report page 2

Call handling, transcript extracts and coaching points.

Demonstration report · Selected fields and findings

One joined review

Compare the conversation with the quote, using your transcript or ours.

Exceptions stand out

See exactly which answer was missing or inconsistent.

Review actions

Flagged checks lead to specific follow-up.

WHAT THIS SHOWS

QA-1044 · CALL AUDIT

2 of 2

Call audit

Call handling and supporting evidence

Questioning

Needs attention

Additional drivers were assumed rather than asked about.

00:18:42 · “That's just you on the policy then, I'll leave it as proposer only.”

Listening

Needs attention

The customer corrected the excess to £250; the agent continued with £200.

00:12:17 · “Agent: voluntary excess two hundred. Customer: no two fifty. Agent: yeah two hundred is fine then.”

Rapport Good Polite and unhurried.	Professionalism Good No coaching or dismissive language identified.	Pace Good Easy to follow.
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Missed question

Motoring convictions were not discussed.

00:21:08 · “Right, I'll just skip through the rest of this and get you on cover.”

Coaching points

- 1. Ask an open question about additional drivers.
- 2. Confirm convictions and penalty points.
- 3. Repeat the corrected £250 excess.

Demonstration report · Selected fields and findings

Check the evidence

Timestamped extracts let the reviewer return to the source.

Handling matters too

Questioning, listening, rapport, professionalism and pace.

Useful feedback

Findings become specific coaching points.

Quote checking

Bring documents, images and public information into one review.

QUOTE CHECK · DEMONSTRATION

1 of 1

Quote check

Documents + image review + internet search

11

Checks in full example

0

Failed checks

1

Human review finding

Selected checks

CHECK	FINDING	SOURCE	STATUS
Licence date	18 June 2014 matches.	Licence record	Match
Policy start	1 Sept 2026 recorded.	Quote PDF	Present
No-claims bonus	Four years recorded.	Quote notes	Present
Overnight parking	Driveway visible at the address.	Maps / Street View	Consistent
Public name search	Possible name match. Identity unconfirmed.	Public search	Review

External evidence

Image review · Overnight parking

The quote states “driveway”. Available imagery shows a driveway at the stated risk address.

Source: Maps / Street View imagery.

Internet search · Possible name match

A public-search result contains a name overlap. A shared name alone does not establish identity.

Action: verify identity before drawing a conclusion.

5 of 11 checks shown. “Present” means found in supplied material, not independently verified.

Demonstration report · Selected fields and findings

Document checks

Compare the quoted details with supporting records.

Image review

Use supporting imagery as part of the same review.

Internet search

Bring public information into the report, with uncertain matches flagged.

File review

A clear position and the actions that need attention.

WHAT THIS SHOWS

REF-3309 · FILE REVIEW

1 of 1

File review

Source: recorded case history

Review required

Vehicle on hire. Engineer instructed. No third-party insurer contact recorded; repair authority not chased since day 2.

Supporting findings

AREA	RECORDED POSITION
Engineering	Engineer instructed on day 2; recorded as on time.
Insurer contact	No third-party insurer contact recorded.
Repair authority	No chase recorded since the day-2 note.

Actions

- 1. **Contact the third-party insurer.** Record the response and next steps.
- 2. **Chase repair authority.** Update the file position.
- 3. **Check the financial pack.** Review before hire extends.

Suggested customer update

“We are waiting on repair authority and will update you when the workshop confirms a start date.”
Draft for review before sending.

Demonstration report · Selected fields and findings

Grounded in the file

Distinguishes what is recorded from what is missing.

Prioritised actions

The team can see what needs doing next.

Prepare the response

Draft wording stays with the team for approval.

Hire-day review

Explain the days, dates and reason for an adjustment.

WHAT THIS SHOWS

HD-5512 · HIRE REVIEW 1 of 1

Hire-day assessment

Period: July 2026

Hire: 9–29 July 2026 · Reviewed: 30 July 2026

21
Hire days

20
Recoverable

1
Excluded

8
Repair working days

One day excluded for late authorisation.
A parts delay extends the repair period. Repair authority was one working day late.



Period assessment

PERIOD	DAYS	OUTCOME	REASON
9–12 July	4	Recoverable	Awaiting repair authorisation.
13 July	1	Recoverable	Within the agreed repair window.
14 July	1	Excluded	Authorisation one working day late.
15–29 July	15	Recoverable	Repair, parts delay and collection.

Supporting dates

Authority: due 13 July; received 14 July.
Agreed repair period: 13–22 July, eight working days.
Completed: 28 July. **Off hire:** 29 July.
Illustrative assessment against GTA 2026 repair terms; subject to case evidence and applicable terms.

Demonstration report · Selected fields and findings

The adjustment is visible
The red segment sits on the excluded day: 14 July.

Reason against each period
The table shows where the assessed days come from.

Dates behind the answer
The reviewer can follow the supporting chronology.

Cancellation review

See why work was lost and where to review the process.

WHAT THIS SHOWS

BATCH REVIEW · CANCELLATIONS 1 of 1

Cancellation review

Source: recorded closure circumstances

Batch: 4 July 2026 · Three selected files

Reasons recorded

FILE	REASON	RECORDED CIRCUMSTANCES
CN-4902	Another provider	Customer had accepted a vehicle elsewhere before first contact.
CN-4918	Liability unresolved	No admission; customer would not proceed without a fault guarantee.
CN-4930	Lost contact	No response to calls or messages over five working days.

Review questions

- 1. **First contact:** could earlier contact reduce losses to another provider?
- 2. **Expectations:** was the position on liability explained clearly?
- 3. **Follow-up:** was the contact approach appropriate before closure?

Review prompts

These findings do not establish that the cancellations were preventable.

Demonstration report · Selected fields and findings

Patterns across files

Different reasons stay visible in one review.

Questions for the team

Use the findings to focus a process review, without assuming preventability.

Data analysis & oversight

See what changed and what needs attention.

WHAT THIS SHOWS

PORTFOLIO REVIEW · DEMONSTRATION 1 of 1

Claims oversight

Comparison: Period 1 → Period 2

Fictional portfolio · Period 1 → Period 2

1,803

Claims · 65 added

83

Existing claims with reserve changes

+£198,200

Incurred movement

Movement, not just totals

See changes in volume, reserves and payments.

Portfolio comparison

MEASURE	PERIOD 1	PERIOD 2	MOVEMENT
Claims	1,738	1,803	+65
Reserve	£4,782,640	£4,938,270	+£155,630
Paid	£1,406,820	£1,449,390	+£42,570
Incurred	£6,189,460	£6,387,660	+£198,200

Reconciliation

£155,630 reserve movement + £42,570 paid

= £198,200 incurred movement. Reconciled

The numbers reconcile

Reserve and payment movements explain the incurred change.

Selected record

RECORD	RESERVE Δ	PAID Δ	INCURRED Δ
DEMO-7481	-£18,420	+£7,560	-£10,860

A payment and a reserve reduction can occur on the same record. The net change is shown above.

All counts, values and references are fictional demonstration data.

Follow the detail

Selected records explain what contributes to the overall movement.

Demonstration report · Selected fields and findings

Outsourced Partner Performance Review

Compare outcomes, reporting speed and the reasons cases do not convert.

WHAT THIS SHOWS

PARTNER-PERF-DEMO1 of 2

Outsourced Partner Performance Review

Fictional cohort · Weeks 01–12

2,487

Referred cases

1,478

Hire starts

59.4%

Hire conversion

263

Pending

Fictional 12-week referral cohort. Outcomes measured at the same review point.

Partner outcomes

PARTNER	CASES	HIRE STARTS	CONVERSION	PENDING
Partner A	1,492	943	63.2%	142
Partner B	995	535	53.8%	121

Reporting speed

DELAY	CASES	HIRE STARTS	CONVERSION	PENDING
0–24 hours	1,318	879	66.7%	116
24–48 hours	527	316	60.0%	54
2–7 days	418	199	47.6%	61
Over 7 days	224	84	37.5%	32

Example definition: time from incident to referral. Conversion = hire starts ÷ referred cases.

Referral periods

COHORT	CASES	HIRE STARTS	CONVERSION	PENDING
Weeks 01–04	727	391	53.8%	31
Weeks 05–08	870	512	58.9%	89
Weeks 09–12	890	575	64.6%	143

Pipeline check

1,478 hire starts + 263 pending + 746 closed without hire = 2,487 cases.

Continued: weekly trend, regions and non-conversion reasons.

Demonstration report · Selected fields and findings

Compare outcomes

Volumes, conversion and pending cases give each partner’s position.

Reporting speed

See how outcomes vary with referral delay. Case mix still matters.

Track the pipeline

Hire starts, pending and closed cases reconcile to the total.

WHAT THIS SHOWS

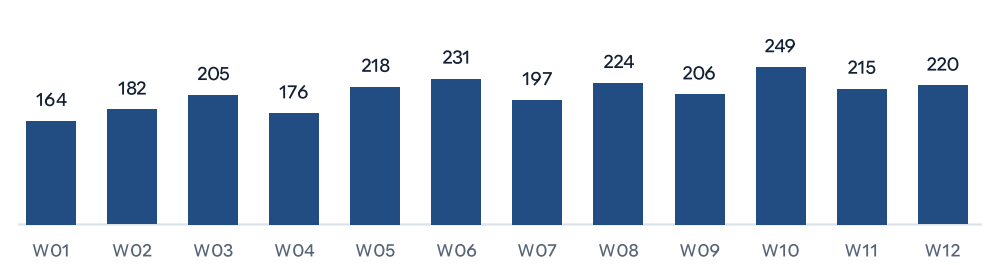
PARTNER-PERF-DEMO

2 of 2

Outsourced Partner
Performance Review

Same cohort · Trends and recorded outcomes

Weekly referrals



Regional outcomes

REGION	CASES	HIRE STARTS	CONVERSION
Region North	1,167	728	62.4%
Region Central	784	456	58.2%
Region South	536	294	54.9%

Closed without hire · 746 cases

RECORDED REASON	CASES	SHARE OF CLOSED
No vehicle required	274	36.7%
Alternative provider	183	24.5%
Limited contact	147	19.7%
Liability unresolved	89	11.9%
Other recorded reasons	53	7.1%

Review focus

Explore differences in reporting delay, customer need and contact outcomes before attributing conversion gaps to a partner.

One recorded reason per closed case. Pending cases are excluded from this breakdown. Percentages rounded.

All partner names, periods, regions and values are fictional.

Demonstration report · Selected fields and findings

Trends over time

Weekly volumes help put changes in partner activity in context.

Reasons behind the result

Separate recorded non-conversion reasons from pending work.

Focus the discussion

Use evidence to shape the partner review, without assuming cause.

AI Bots

Assess an input. Prepare the next step.

WHAT THIS SHOWS

AI BOT · ANNIE

Selected output

Annie · Accident assessment

Input: customer's account

Account: stationary at a roundabout; struck from behind.

Non-fault

Indicative assessment

92 / 100

Calculated score

Basis: stationary vehicle and rear impact described.

Initial view from one account. Review against the evidence. The score is not a probability.

Demonstration report · Selected fields and findings

An initial assessment

Annie turns an account into a clear indication for review.

AI BOT · ELLIOTT

Selected output

Elliott · Email review

Input: incoming email

Incoming request: “Please send the engineer’s photographs for file EM-2201.”

FIELD	RESULT
Intent	Request for engineer's photographs
File match	EM-2201
Action	Draft team notification
Status	Awaiting approval

“The insurer has requested the engineer’s photographs for file EM-2201. Please arrange a response.”

Draft only. Nothing sent.

Demonstration report · Selected fields and findings

From message to action

Elliott identifies the request, matches the file and prepares a draft.

People retain control

The proposed action waits for approval.

Apps & supporting tools

Examples of what we build around your workflow.

Apps & tools

Examples of what we build around your workflow.

Route planning

JobsFleetRoutes

STOP	ACTION	ARRIVE	LEAVE	ON BOARD
1	Leave depot	08:00	08:00	0
2	Load bike 01	08:00	08:10	1
3	Load bike 02	08:10	08:20	2

Planning & scheduling

Example: motorbike route planner

Coordinate jobs, vehicles and driver itineraries.

PoliciesImportChangesStaffAudit

Policies

10 policies · 2 need action · 1 held

Needs attention · 3 tasks

Review driving licence

Decide ID check

Resolve held-case checks

POLICY	CUSTOMER	DOCS	CHECKS	STATE
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Customer & team portals

Example: policy portal

Collect documents, provide access and surface outstanding checks.

Quote journey

1About you · 2 Your vehicle
3 Your job · 4 Your history

What is the legal entity used?

Myself

A company

Title

Mr

First name

Demo

Surname

Customer

Continue

Save & finish later

Customer journeys

Example: quote front end

Guide customers through the information your process needs.

Illustrative previews with demonstration data. Apps built alongside your existing systems.

Start with your work.

A report to improve. Data to understand. An app to build.

Show us the task.

We'll work through what a useful result looks like.

1 • Understand

The work and the information involved.

2 • Shape

The output, checks and review points.

3 • Review

A representative example together.

Auditable by design

Agree the evidence, audit record and human review points your workflow needs.

GDPR & data protection

Agree access, retention and processing partners. Use the personal data needed; redaction is optional where appropriate.

Discuss your workflow

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