



Agent in a Box

Mobilize agents to meet customers where they are.

Change is accelerating at pace. This means insurers will need to take bold steps to effectively transform their business.

Agents want to serve as true advisors to their customers, helping them select the best coverage to meet their goals and budgets. Insurers can help agents accomplish this goal by empowering them to meet customers wherever they are with mobile tools that offer secure, seamless access to customer data and guided workflows. Agents can then offer expertise at the point of need, whether working at home, in the office or in the field.

Samsung's Agent in a Box solution helps boost agent productivity, reduce risk and protect customer data every step of the way. Samsung DeX provides agents with desktop connectivity on their mobile devices, powering their productivity in the field.

Gryphon.ai delivers AI-powered real-time intelligence that's compliant and actionable, enabling agents to plan interactions, upskill on processes and be more effective in customer interactions. With Samsung's Agent in a Box solution, agents can drive customer satisfaction across every interaction.

Samsung's Agent in a Box solution also provides pre-approved scripts to ensure and simplify compliance with all relevant federal, state, and local regulations, such as the Financial Industry Regulatory Authority, Telephone Consumer Protection Act, and U.S. Securities and Exchange Commission regulations and Do Not Call lists.

An IDC Survey commissioned by Samsung found:

49%

of insurers say they struggle to improve communication and collaboration among agents and internal departments.¹

38%

of insurance companies say their agents have challenges generating leads.¹

36%

of insurers are concerned about their agents' ability to navigate regulations and safeguard customer data.¹

¹ IDC Infographic, sponsored by Samsung, Shaping the Future of the Insurance Agent From Order Taker to Caregiver, US51998324-IG, April 2024.

Samsung's Agent in a Box solution enables agents to:



Maintain compliance and security

With easy-to-access customer and policy information, agents can work confidently with trusted security. Embedded compliance ensures agents stick to pre-approved sales scripts, reducing risks and providing a better customer experience.

Knox Platform for Enterprise's multi-layered defense-grade mobile security protects sensitive data, while Knox Zero Trust's multi-factor authentication eliminates endpoint threats.



Manage more with less

Insurers, IT teams and agents benefit from mobile device management with minimal effort. IT teams can automate the entire device lifecycle with Zero Touch Mobility and update any phone in seconds with Knox E-FOTA capabilities.

Agents receive software updates instantly, keeping them focused on key tasks. IT can easily review device performance and gain actionable operational insights with Knox Asset Intelligence — even as agents are working in the field.



Ensure an exceptional experience every time

Samsung DeX streamlines access to customer data and policy information, providing a desktop experience on mobile devices that enables agents to work from anywhere.

Gryphon.ai provides AI-guided conversations that accelerate agent time to competency while capturing sentiment analysis that helps agents increase customer engagement and optimize manager training.²

Quickly turn your agents into trusted advisors with a mobile productivity solution that offers intelligent tools backed by defense-grade security. Agents can focus on customers, knowing that Samsung has the rest covered.

Interested in learning more about Samsung's Agent in a Box solution? Contact your account manager or request to speak to a financial services expert here: samsung.com/us/business/solutions/industries/finance/

Product Support 1-866-SAM4BIZ

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2. Samsung Galaxy AI features by Samsung will be provided for free until 2025 on supported Galaxy devices.