ChatGPT

FutureSkills: ChatGPT in Insurance Business Applications

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ChatGPT has been the talk of the town!

As a powerful conversational AI bot that generates human-like responses to text-based prompts, here's a chance for you to get some quick tips on its applications and utilize the technology for your work and business!

Programme Code	10014220-03
Date and Time	24 March 2023 (13:00 – 14:15)
Mode of Training	Webinar
Language	Cantonese with training materials in English
Training Fee	HK$200 / Participant

Learning Outline:

- ✓ Introduction to ChatGPT
- ✓ ChatGPT and Customer Service
- ✓ Other Applications of ChatGPT in Claims Processing
- ✓ Use Cases
- ✓ Implementation of ChatGPT and Future Trends

Trainer's Profile

Peter CHOI

Peter has strong training and practical project experience in digitalization. He is currently the owner of several start-ups. He helped one of the start-ups to go digitalization which later featured in Wall Street Journal.

He has over 10 years of experience in offering customised training for the Government and private companies. With attractive presentation skills, examples sharing and practical hands-on exercises, he usually receives good client comments and participants' high evaluation scores.

Training Experiences: Harbour City, CITIC Pacific Limited, Dah Chong Hong, HKTDC…

Course Content

1. Introduction

1. Brief Overview of ChatGPT and Its Capabilities
2. Comparison of GPT-3, ChatGPT, Poe and Bing
3. Sales and Customer Service in the Insurance Industry

2. ChatGPT and Customer Service

1. How ChatGPT can Enhance Customer Service
2. Real-Life Examples of ChatGPT in Customer Service for Insurance Companies

3. Other Applications of ChatGPT in Claims Processing

1. Automating and Streamlining Claims Processing
2. Assisting Underwriting
3. More Accurate Fraud Detection
4. Sales and Marketing
5. Product Development

4. Use Cases

1. Successful Applications of ChatGPT in Insurance

5. Implementation of ChatGPT

1. Considerations When Implementing ChatGPT in Insurance
2. Best Practices for Successful ChatGPT Implementation

6. Future Trends

1. Combination Predictive Analysis
2. Potential Impact of ChatGPT on the Insurance Industry

Enrolment Methods

1. Scan the QR code to complete the enrolment and payment online. OR

2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) and the application form to: *HKPC Academy, Hong Kong Productivity Council, 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Mr Bosco LAU)*. Please indicate the course name and course code on the **back of the cheque and envelope**. OR

3. Visit the registration counter of HKPC Academy, Hong Kong Productivity Council (1st Floor, HKPC Building, 78 Tat Chee Avenue, Kowloon) to enrol and settle the course fee.
   Office hours: Monday to Friday 09: 00 – 18: 00

http://u.hkpc.org/a9j