



# BOSS ServiceConnect

**White-glove support  
designed for P&C  
insurance carriers.**

Improve agent satisfaction, reduce quoting friction, and ease pressure on underwriting teams with BOSS ServiceConnect. Our U.S.-based, bonded, and P&C-certified professionals provide real-time support via phone and embedded chat, answering agent questions about quoting, underwriting rules, and policy workflows. By resolving issues on the spot, we help carriers accelerate quote-to-bind cycles, improve submission quality, and reduce service volume to the home office.

## Built for Carriers. Focused on Agents.

Make it easier for agents to get answers - and get quotes out faster. With real-time agent support, your distribution partners can get help exactly when they need it, whether they're quoting new business, processing endorsements, or navigating underwriting rules.

### We offer:



- **Live phone and chat support for quoting, new business, payments, and policy questions**
- **Available 8 a.m. to 5 p.m. in your local time zone**
- **Clear escalation paths and exception handling when things get tricky**
- **U.S.-based, P&C-certified reps trained on your products and underwriting rules**
- **Fully compatible with any policy system - chat can be embedded right into your platform**

### What you get:

- ✓ Faster quoting by answering agent questions in real time
- ✓ Eliminate delays caused by back-and-forth with underwriting teams
- ✓ Reduce email and phone traffic to your internal support staff
- ✓ Cleaner, more complete submissions from the start
- ✓ A smoother experience for agents, without ever leaving the quote screen

## Modern Contact Center Support

Give agents the help they need - without slowing them down. BOSS phone and chat support tools are designed to keep quoting on track while ensuring quality and compliance.



### Phone Support Features:

- Easy-to-use, cloud-based phone system with auto-attendant
- Call logging and tracking for full visibility
- Quality monitoring with recorded calls for training and improvement



### Chat Support Features:

- Chat built right into the quote screen - no need to switch tabs
- Chat transcripts saved directly to policy memos or activity logs
- Standard reply libraries for quick, consistent answers
- Ongoing quality reviews and performance scoring

### Why it matters:

- ✓ Agents get fast answers without leaving the quote
- ✓ Fewer disruptions mean quicker decisions and more bound policies
- ✓ All support interactions are tracked and easy to review
- ✓ Every chat and call is monitored for quality and compliance

## Why BOSS?

**We're not just a support vendor - we're your front-line service partner.** Our U.S.-based, P&C-certified specialists deliver knowledgeable, responsive assistance with the professionalism and accuracy your brand demands.

- **100% U.S.-based, bonded, and certified in P&C insurance**
- **Expertise Across Home, Auto, and Commercial Lines**
- **Fully Embedded Call and Chat Documentation**
- **Performance Monitoring and Interaction-Level QA**
- **Policy System Agnostic – Works with Any PAS or Agent Portal**

Unlike generic call centers or offshore service providers, BOSS understands the complexity of P&C operations. We equip carriers with the tools to offload agent inquiries without compromising speed, compliance, or underwriting intent - ultimately helping you scale more efficiently while lowering your expense ratio.

Accelerate quoting, reduce underwriting drag, and deliver white-glove agent support - without adding to your home office workload. Call us today!



**B.O.S.S.**  
BY WATERSTREET

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