

# What's New & What's Next with Analytics & AI

## **SPEAKERS**

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Product Management | Riskconnect

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Product Management | Riskconnect

CONNECTING RISKS THAT MATTER

2025 **KOnnect**



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# What's New | Key Enhancements & Improvements

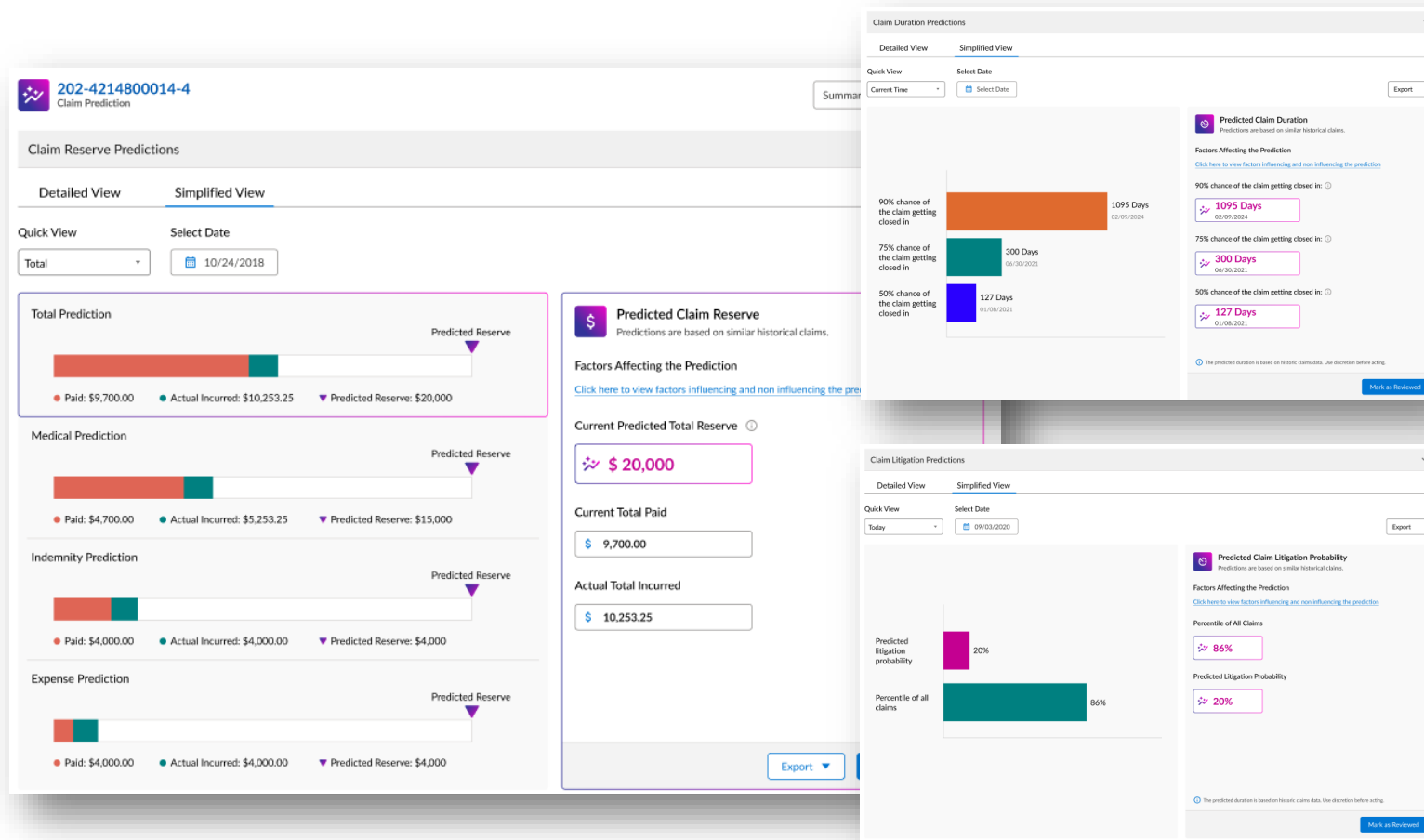


- Don't forget to check out the release notes: [Customer Portal](#)



# What's New

# Claims Predict Models



**Predictive models  
driving smarter Claims  
decisions**

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# What's New Intake Agent



 Home

Please note we are using AI to extract information from descriptions.

**Agent**

Agent • 11:08

Jordan Moore tripped over and badly hurt her knee today at 12:30am, her email is jordan.moore@example.com. She was unable to walk so an ambulance was called. It was reported by Angus Rhodes on 07808 905877.

Guest • 11:08

Where did the incident take place?

Agent • 11:08

5-NE-Northeast

Guest • 11:08

Did the incident occur on company premises? (Required)

Agent • 11:08


No

Guest • 11:08

What is the address of the incident location?

Agent • 11:08

**Incident Report** 31% Complete

 Search Location

**Incident Description\***

Jordan Moore tripped over and badly hurt her knee today at 12:30am, her email is jordan.moore@example.com. She was unable to walk so an ambulance was called.

**Incident Date\***

Sep 4, 2025

**Incident Time (24 hr format)**

12:30 AM

**Reported by First Name**

Angus


**Reported by Last Name**

Rhodes

**Reported by Phone**

07808905877

**Location**

 5-NE-Northeast

**Occur on Company Premises\***

No

**Incident Address**

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Reduces friction for  
reporting incidents,  
resulting in  
improved data

# What's New

## Patient Event and Claim Summarization



 Latest Summary Notes

1. **Summary:**

On December 29, 2024, a new auto liability claim was initiated concerning an accident in Alabama (AL). The claimant is reported to have collided with another vehicle, resulting in significant damage to both the claimant's and the other party's vehicle. The details surrounding the incident remain to be thoroughly investigated, including eyewitness accounts, police reports, and vehicle damage assessments to ascertain fault and potential liability exposure.

2. **Key Takeaway and Recommendations:**

- **Key Takeaway:** The nature of the crash, specifically extensive damage to the vehicles involved, necessitates a comprehensive review of the claim, as well as potential implications for liability and insurance coverage.
- **Recommendations:**
  - Promptly gather all pertinent information regarding the incident, including the police report, photographs of the damage, and statements from all parties involved.
  - Review the policy terms of the claimant to ensure they are adequately covered for damages and liability claims that may arise from this incident.
  - Consider obtaining expert evaluations or repairs estimates from certified professionals to accurately assess the extent of the damage.
  - Communicate with the other vehicle's insurance provider to facilitate a smooth claims process and determine any subrogation opportunities.

3. **Timeline:**

- **December 29, 2024:** Claim initiated following the accident; note created regarding the claim.
- **December 30, 2024:** Follow-up communication with the claimant to gather additional details about the accident and any witnesses.
- **January 2, 2025:** Request the police report and any available dashcam footage or photographs.
- **January 5, 2025:** Review and analyze the collected evidence to determine liability and damage assessment.
- **January 10, 2025:** Initiate contact with the other vehicle's insurance to discuss potential claims and responsibilities.
- **January 15, 2025:** Final decision and recommendations regarding claims payments and subrogation processes based on the collected data and assessments.

This comprehensive approach will help ensure that all aspects of the claim are addressed properly while facilitating a quicker resolution.

+ Generate Summary Notes

**At-a-glance  
overviews provide  
insights while  
saving time and  
clicks**

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# What's New

## Document Summary



**Claim - 0109ASD2 (asd)**  
Attachments

☆ Summary ▾

Save Save and Close Copy Print ▾ Delete Cancel Generate Predictions ▾ Change Coverage Change Currency Create Contact From Claimant Assign ▾ Close Folder

Diagnosis

ODG Return To Work Guidelines

Notes

Tasks

Email

Contacts

**Attachments**

CMS Data

Distribution History

Supplemental Information Manager

Claim Timeline

Notices

Audits

Assets

Edit Delete Upload File Download Multiple Attachments Edit HTML Generate ▾

<input type="checkbox"/>	File Co...	Category	U...	Exte...	Si...	File Name
<input type="checkbox"/>	306410	General	Datta1, Ashish1	9/1...	docx	16.48 KB (168... Sample Froi 2.do

0 of 1 Selected - Total: 1

**Attachment Summary**

The document details a first report of injury for John A. Doe, a full-time machine operator employed by Springfield Manufacturing, Inc., who was injured on July 28, 2025, at the Springfield Manufacturing Plant. The injury occurred while operating a hydraulic press when a metal part slipped and caused a finger injury. He received medical treatment at Springfield General Hospital's Emergency Department. The report includes personal, incident, treatment, and employment information relevant for insurance processing and record-keeping.

**Key Points:**

- Employee: John A. Doe, male, born on May 14, 1985, residing at 123 Main St, Springfield, IL.
- Incident Date and Time: July 28, 2025, at 11:45 AM, at Springfield Manufacturing Plant, Line 4.
- Incident Description: While loading material on a hydraulic press, a metal part slipped, pinching fingers between press plates.
- Medical Treatment: Received treatment at Springfield General Hospital's Emergency Department on the day of injury.

**Intelligence at a glance, skip the file-by-file grind**

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# What's New

## Contextual Risk Assist

The screenshot shows the 'Enterprise Risk' application interface. At the top, there's a search bar and navigation tabs for Home, Chatter, Reports, Dashboards, Org Hierarchy, Business Units, Objectives, Risks, Controls, GRC Incidents, Issues, and More. The 'Risks' tab is active, displaying a list of risks. One risk, 'Bribes / Kickbacks', is selected, showing its details. A modal window titled 'Description - Generated using AI' is open, displaying a detailed description of the risk. Below the description, there are buttons to 'more detailed', 'more precise', and 'easier to understand'. At the bottom of the modal are 'Reject' and 'Accept' buttons. The background shows the risk details table with columns for Risk No, Category, Subcategory, Distribution, Monitoring Frequency, Last Assessment Date, Next Review Date, and Schedule Date.

Risk No	Category	Subcategory	Distribution	Monitoring Frequency	Last Assessment Date	Next Review Date	Schedule Date
R013	Operational	Internal Theft & Fraud			3/21/2025, 1:29 AM	3/21/2025	

**Instantly draft  
contextualized text  
and avoid the  
dreaded blank page  
dilemma**

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## What's New

# Reporting and Analytics updates

Elevating reporting and analytics across all platforms

### Force.com

- Dashboard Enhancements
- Ongoing alignment of Qualitative and Quantitative approaches in ERM

### ClearSight

- Multi-policy Reporting updates
- Subrogation Recoveries added

### GSP

- Performance enhancements
- Adapting of Reporting environments to Product enhancements
- Risk Audit Trail Report

### Ventiv

- TCOR and Consolidated Claims Dashboards
- Data and Report updates in support of Compliance updates

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# What's Next?

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## What's Next

# Riskonnect Insights



**Centralized reporting and analytics for Risk Management**



**Built on a performant, scalable, and AI-ready platform**

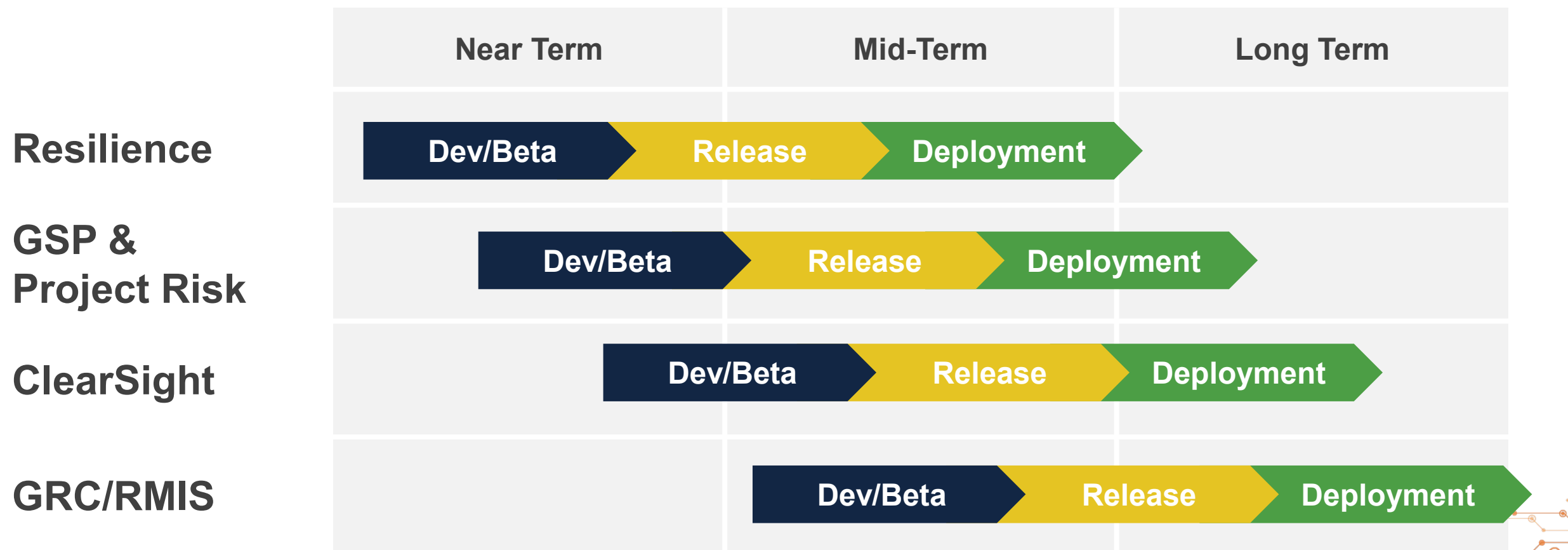
- Use of modern data processing and storage approaches
- Leverage modern data visualization tools
- Strengthen stakeholder communication
- Enable users to analyze, create, and share content
- Harness AI-powered innovative roadmaps



# What's Next Riskonnect Insights

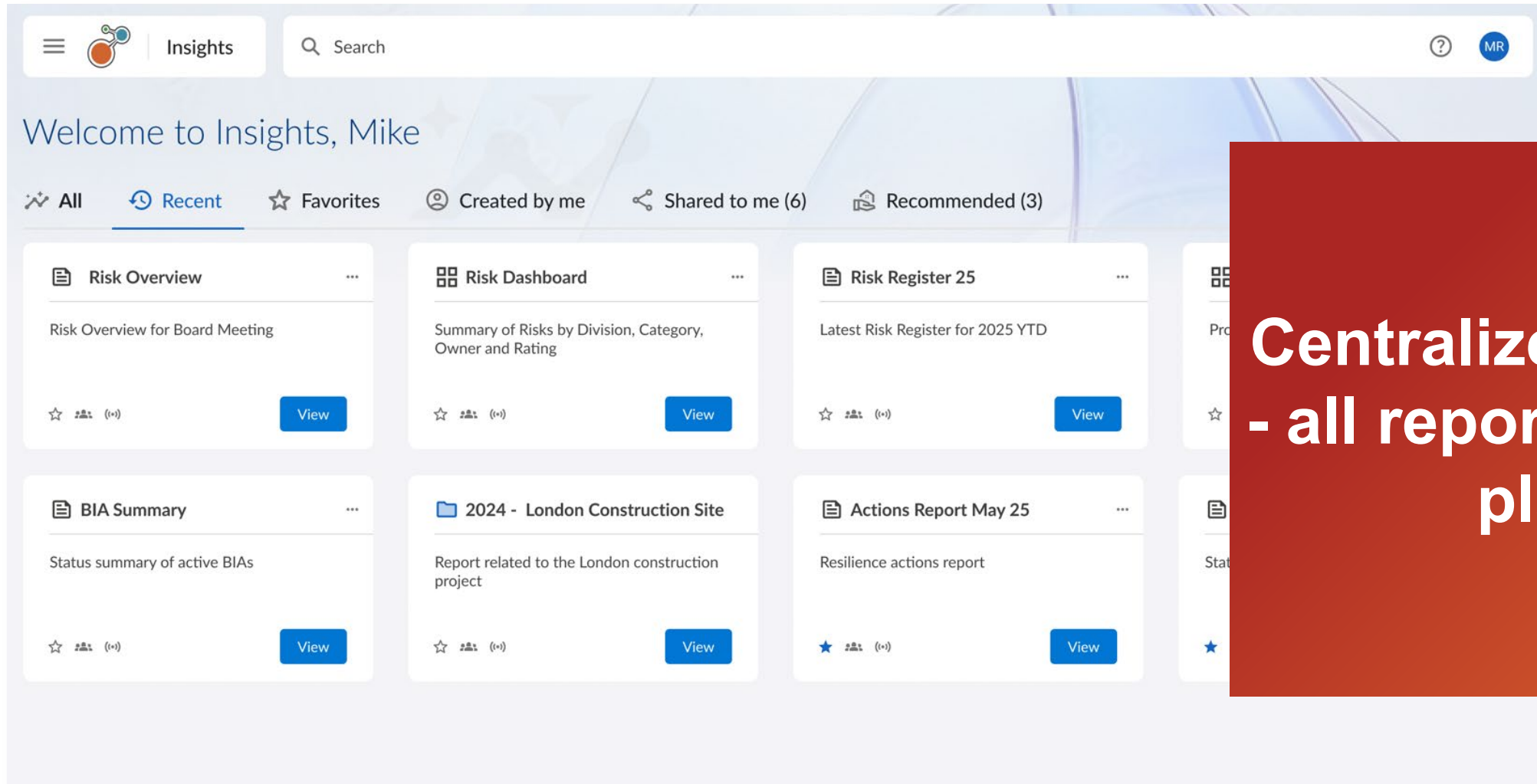


**Smarter analytics. Faster insights. Future-ready reporting.**



# What's Next

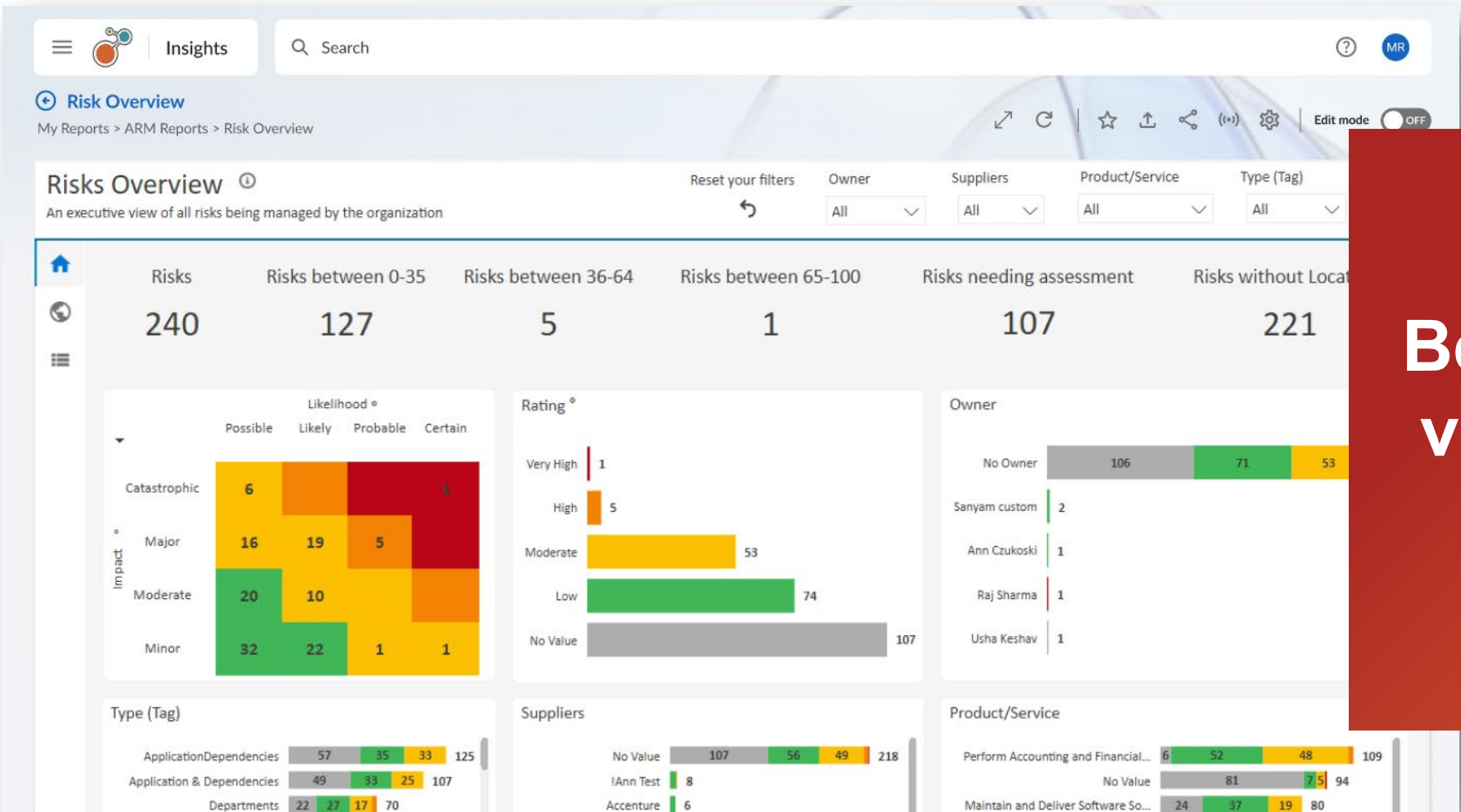
## Riskonnect Insights



**Centralized Insights  
- all reporting in one  
place**

# What's Next

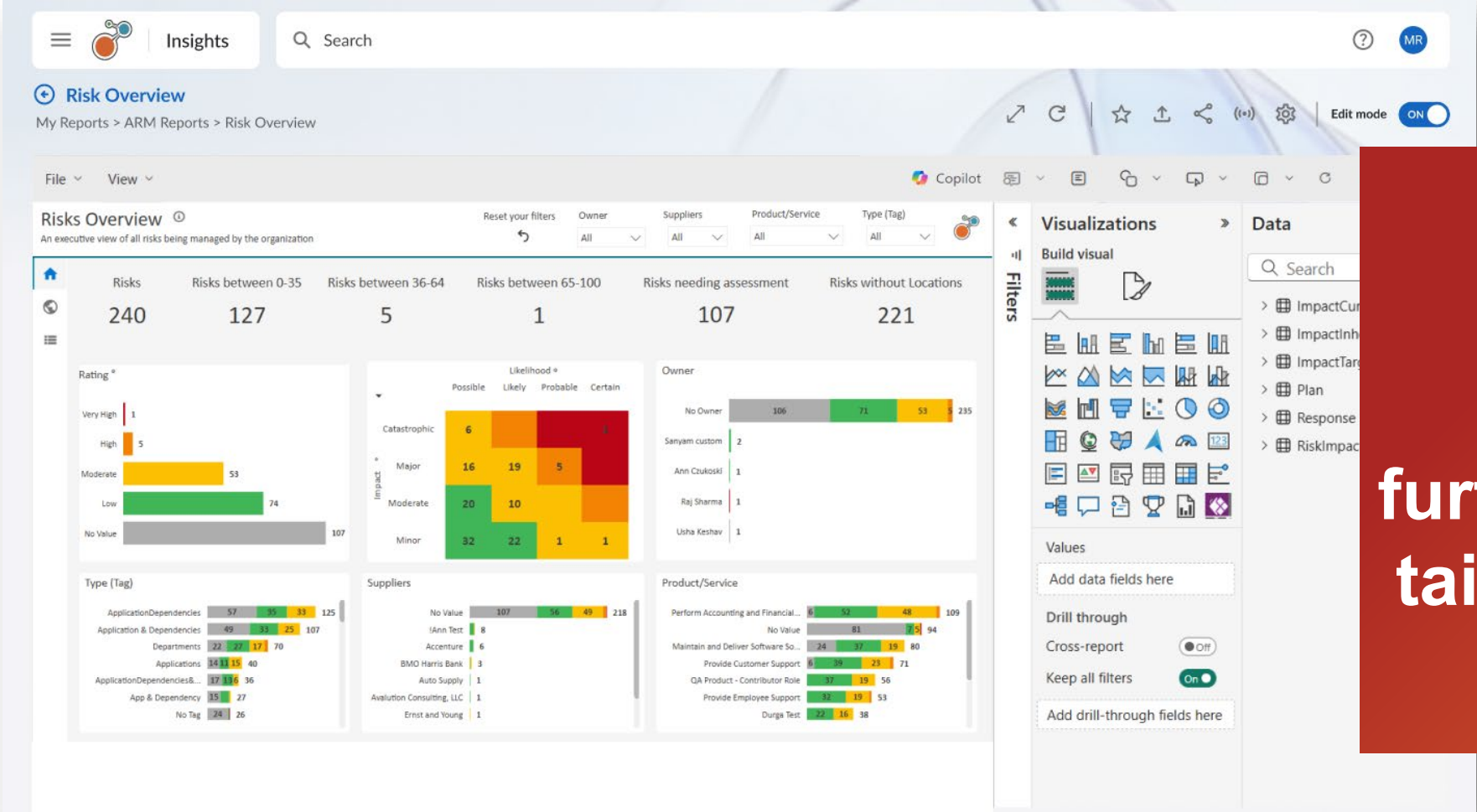
## Riskonnect Insights



Best practice data visualisation and reporting

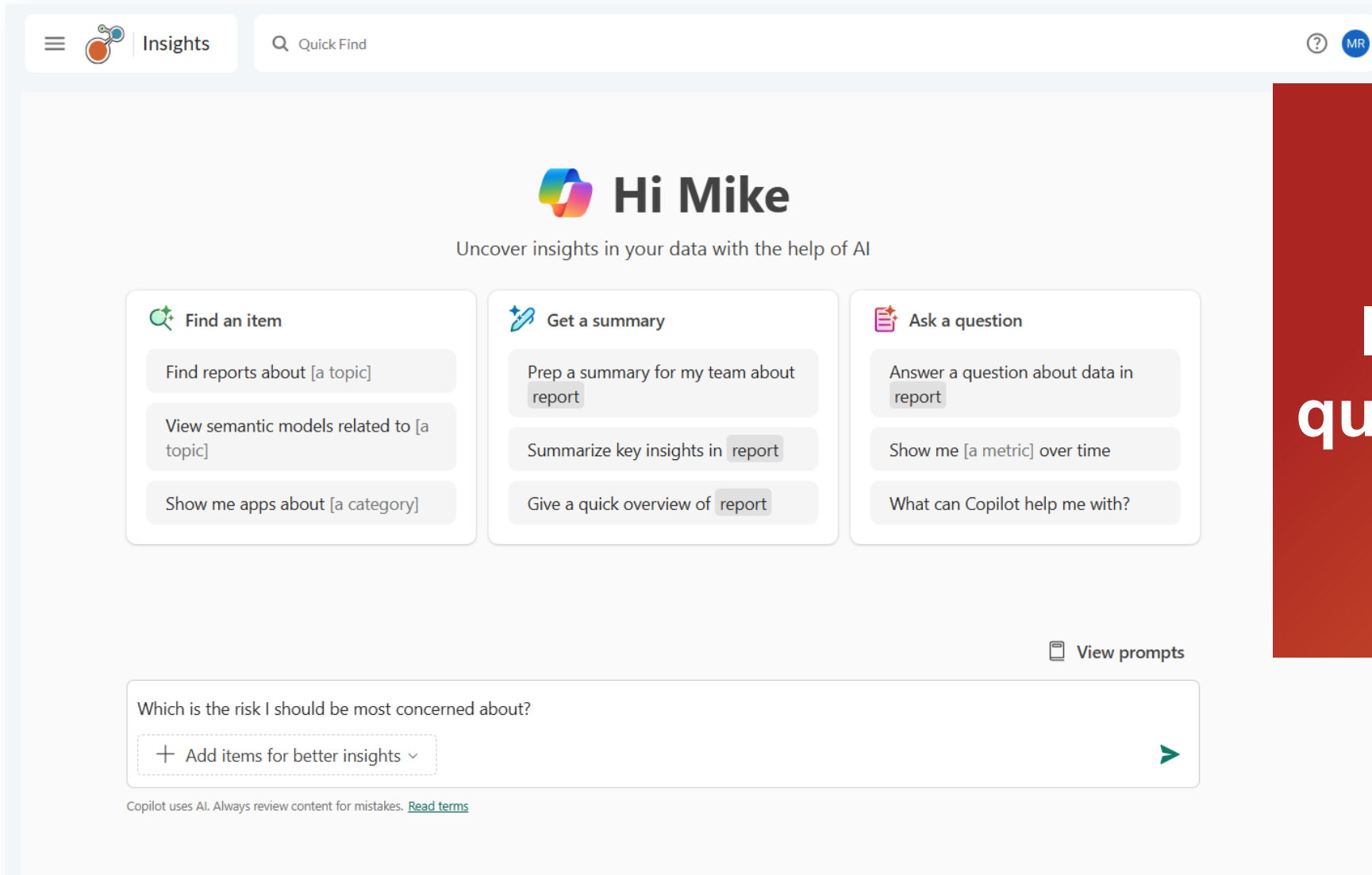
# What's Next

# Riskonnect Insights



**Self-Service capabilities to further enhance and tailor your analysis**

# What's Next Riskonnect Insights



The screenshot displays the Riskonnect Insights web application. At the top, there is a navigation bar with a menu icon, the 'Insights' title, a 'Quick Find' search bar, and a user profile icon labeled 'MR'. The main content area features a large 'Hi Mike' header with the tagline 'Uncover insights in your data with the help of AI'. Below this, three columns of interactive cards are presented:



- Find an item:** Includes prompts like 'Find reports about [a topic]', 'View semantic models related to [a topic]', and 'Show me apps about [a category]'.
- Get a summary:** Includes prompts like 'Prep a summary for my team about report', 'Summarize key insights in report', and 'Give a quick overview of report'.
- Ask a question:** Includes prompts like 'Answer a question about data in report', 'Show me [a metric] over time', and 'What can Copilot help me with?'.

At the bottom right, a 'View prompts' link is visible. A large text input field at the bottom contains the question 'Which is the risk I should be most concerned about?'. Below the input field is a button that says '+ Add items for better insights v' and a green arrow icon. A footer note at the bottom left states: 'Copilot uses AI. Always review content for mistakes. [Read terms](#)'.

**Use natural  
language to ask  
questions and build  
reports**

# What's Next

## Riskonnect Insights


 Insights

Quick Find

?

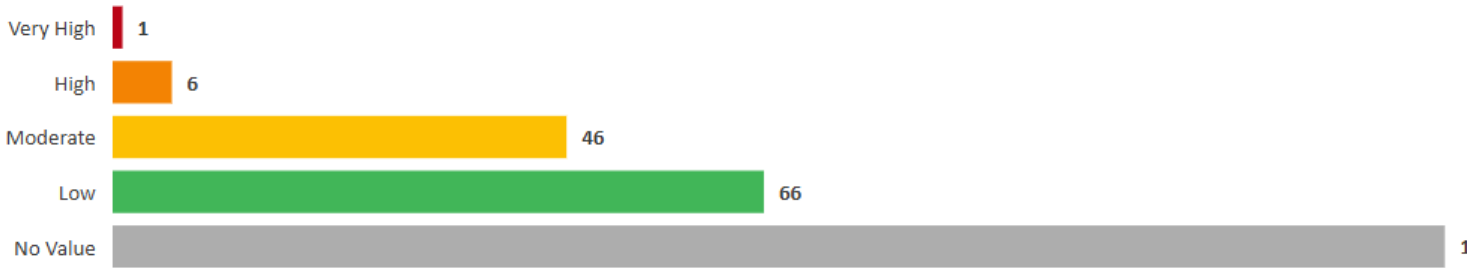
MR

Which is the risk I should be most concerned about?


 Copilot AI-generated content may be incorrect


The data shows that there is only one risk rated as "Very High" <sup>1</sup>. This is the highest risk rating present and should be the primary concern. Additionally, there are six risks rated as "High" and 46 as "Moderate" <sup>1</sup>. The "Very High" risk is associated with the "No Value" supplier and the "No Value" product/service, indicating a potential gap in risk categorization or data completeness <sup>2</sup> <sup>3</sup>. The heatmap also identifies one risk with a "Catastrophic" impact and "Certain" likelihood, which aligns with the highest risk category.

<sup>1</sup> Risks Overview > Rating



Risk Rating	Count
Very High	1
High	6
Moderate	46
Low	66
No Value	1

 Explore answer

 View in report

Copilot uses AI. Always review content for mistakes. [Read terms](#)

Use of natural language to ask questions and built reports



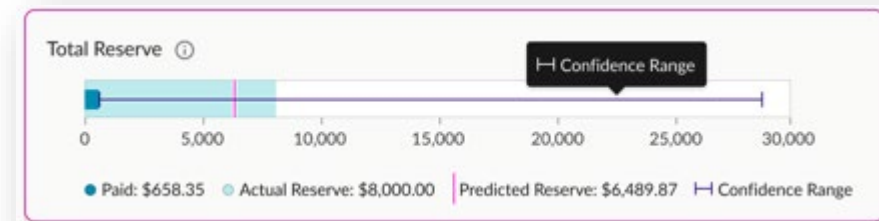
## What's Next

# Extension of Claims Predict Models

For select Claims Platforms the Workers' Compensation Claim Reserve, Duration and Litigation models will be extended to include:

- General Liability and Auto Liability
- Key influencers and prediction ranges

Factors Affecting the Claim Prediction			
Rank ▾	Variable	Value	Impact ▾
1	Wage Amount	\$10,000	⬆️ \$47,806
2	Primary Treatment	Hospitalization	⬆️ \$33,302
3	Case Type	Lost Time	⬆️ \$16,854
4	Claimant Age	56	⬆️ \$7,326
5	Claim Status	Open	⬆️ \$2,626
	<a href="#">Other Variable</a>		⬆️ \$7,131



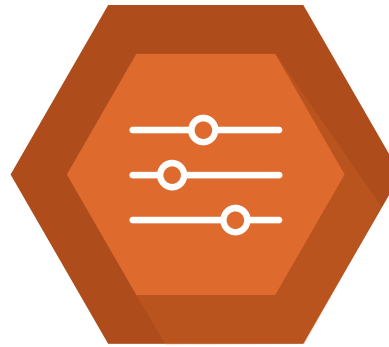


## What's Next

# Assessment Trigger Agent

### Control Changes

Agent determines if a new risk assessment is required and explains why



### Regulatory updates

Agent suggests compliance actions



### New incidents or cost estimates

Agent analyzes data and recommends next steps





## What's Next

# Intelligent Document Processing

### Document Translation



Multiple languages and specialized domains (medical, legal, etc.)

### Enhanced Summaries



Add file/attachment details for a more complete overview

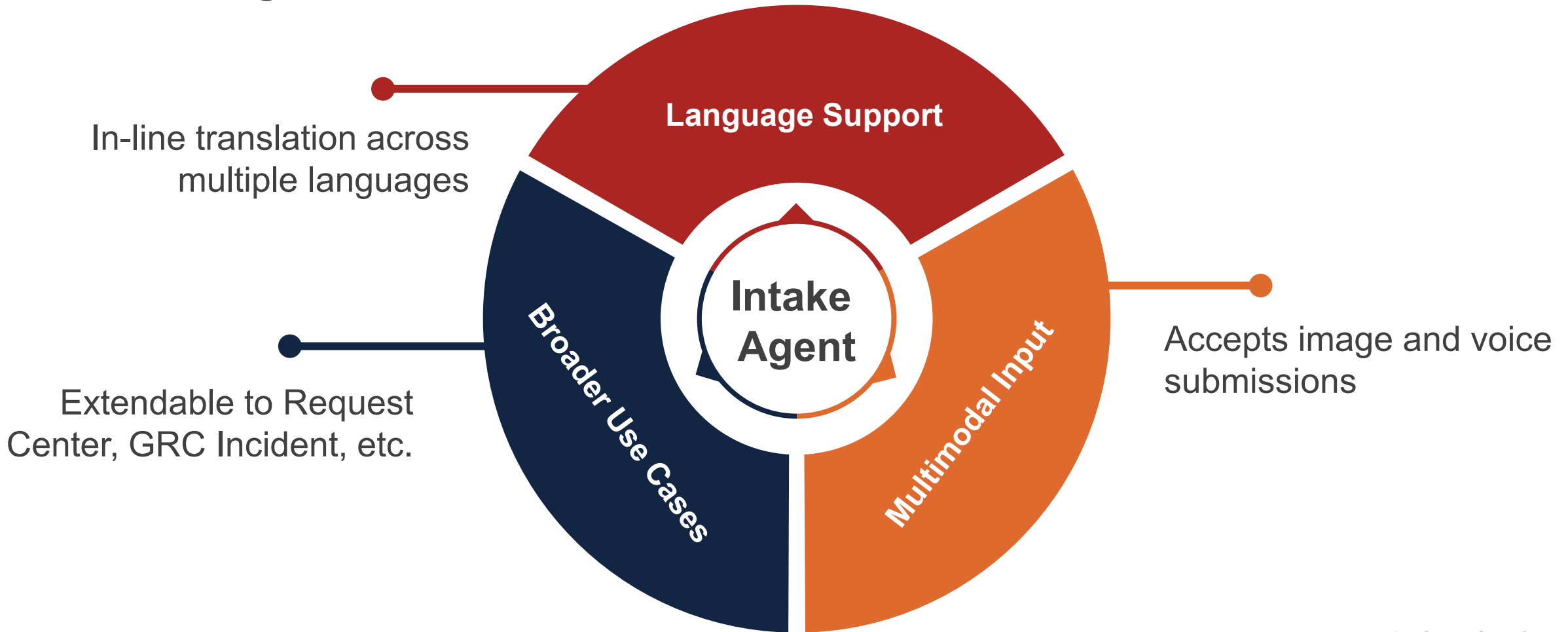
### Document querying



Ask natural language questions about file contents



# What's Next Intake Agent





# Get involved!

- **Reach out** to your Customer Success Manager (CSM) to get started with new features
- **Set up** a roadmap stewardship session
- **Sign up** for the product council
- **Add ideas** to the portal



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# Questions?

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# Connect with me.

## Mike Roberts

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## Kim Alderman

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 [/in/kimalderman/](https://www.linkedin.com/in/kimalderman/)

# THE MATRIX

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# Thank You!

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