

Exactpro supports Spixii in quality assurance of automated chatbots

Exactpro Systems to increase resilience of insurance industry through expertise gained through testing highly regulated financial infrastructures

London, 10 September 2020 – Spixii, a leader in Conversational Process Automation (CPA) for customer-facing insurance processes, and Exactpro, the premier independent provider of software testing services for mission-critical financial market infrastructures, today announce that following the completion of a successful POC, Exactpro will deliver support in functional and non-functional testing to ensure the resilience of Spixii’s conversational process platform.

The collaboration leverages the technology expertise of both firms to deliver institutional-grade resilient CPAs and chatbots to the insurance industry, and opens a new perspective to support both rule- and AI-based conversational assistants with top-grade test automation. More broadly, the project is a first step toward increasing the resilience of the insurance industry through quality assurance using expertise Exactpro has gained through extensive experience providing testing to highly regulated financial infrastructures.

During the Spixii POC completed in July, Exactpro tested several conversational paths within the use case of an insurance claim lodging and automatically generated checks covering dozens of unique states of conversation with the chatbot and of transitions between those states. Looking forward, Exactpro will provide independent testing services on the chatbots built on the Spixii platform, and will leverage its test framework to discover new paths of conversation, automatically generate scenarios of user behaviour, and perform non-functional assessment of the chatbot’s response and processing times, capacity and resource utilization.

Alberto Pasqualotto, Co-Founder and CTO, at Spixii, said: “The process to buy an insurance product or notify a new claim can be stressful, time-consuming and confusing, and so it is paramount that tools which connect insurers with their customers are resilient and capable of delivering immediacy, transparent communication and professionalism. In a world which is becoming increasingly virtual, the role of CPAs and chatbots is critical for the insurance industry. Exactpro’s rigorous testing will help our CPA continue to reliably meet that standard.”

Iosif Itkin, Co-Founder and CEO of Exactpro, said: “Insurance is a highly regulated sector, and it is imperative that companies constantly look to enhance the resilience of their technologies in order to stay both competitive and compliant. We are fully prepared to support the Spixii team so that their CPA continues to be a robust and fully resilient tool that creates innovative and seamless customer experience.”



About Spixii

Spixii intelligent Conversation Process Automation (CPA) platform accelerates the digitalisation and automation of insurance customer-facing processes. Spixii CPA platform enables the capture of the voice of the customer, the immediate completion of complex transactions and a robust framework for continuous improvement. The Spixii CPA platform creates unique amazing customer experiences and business performance when needed the most across the insurance value chain from quote & buy, policy administration and claims. Working with the world's leading insurers and having won a dozen of industry awards, Spixii has been recognised for its robust and empirical innovation it brings to the insurance industry. Spixii CPA platform helps insurers to be closer to their customers, providing them with rich insights with the ability to personalise conversations in order to grow their business. Learn more at www.spixii.com.

About Exactpro

Exactpro is a leading independent provider of software testing services for mission-critical technology that underpins global financial markets. The firm is experienced with trading, clearing and settlement platforms, market surveillance systems, market data systems, collateral and risk management systems, and post trade infrastructures. Exactpro provides functional and non-functional testing services to exchanges, clearing houses, securities depositories, trade repositories, digital exchanges, central banks, brokers and investment banks worldwide. Headquartered in the UK, Exactpro employs over 600 members of staff. Learn more at exactpro.com or follow us on [LinkedIn](#) and Twitter [@exactpro](#).