

KOENIG SOLUTIONS · COURSE OUTLINE

AI & Azure in Insurance

Learn to apply AI, ML, and Azure tools to insurance use cases from claims and underwriting to Copilot automation.

16 Hours

DURATION

7

MODULES

23

TOPICS

10

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course provides insurance professionals with a comprehensive understanding of how artificial intelligence (AI), machine learning (ML), and Microsoft Azure tools are transforming the insurance sector. Through practical demonstrations and hands-on labs, participants will explore AI use cases such as claims automation, fraud detection, underwriting optimization, and intelligent document processing. The course also introduces Microsoft Copilot for process automation and covers responsible AI practices essential for regulatory compliance and ethical deployment.

WHO THIS COURSE IS FOR

Insurance Professionals

Claims Adjusters

Underwriters

Fraud Analysts

Business Analysts

Risk Managers

LEARNING OBJECTIVES

Upon successful completion of this course, participants will be able to:

- Apply AI in claims, underwriting, and fraud detection
- Extract insights using NLP and Azure AI tools
- Automate insurance workflows using Microsoft Copilot
- Design ethical, explainable, and ROI-driven AI solutions

7 Modules, 23 Topics

01

2 Labs

Introduction to AI in the Insurance Industry

TOPICS

- Overview of AI and ML applications in insurance
- **Key use cases:** claims processing, underwriting, fraud detection
- Regulatory and ethical considerations in insurance AI
- Industry case studies and transformation examples

02

Lab

NLP and Text Analytics for Insurance

TOPICS

- Introduction to Natural Language Processing (NLP)
- Document classification and keyword extraction in policies
- Named Entity Recognition (NER) for claims processing
- Sentiment analysis for customer support and fraud indicators
- Prebuilt versus custom models for sentiment detection
- Best practices in data labeling and text preprocessing

03

2 Labs

Introduction to Microsoft Copilot

TOPICS

- Overview of Generative AI capabilities
- Enhancing productivity with Microsoft Copilot
- Customizing prompts for insurance-specific use cases

04

Lab

Create Agents Using Microsoft Copilot

TOPICS

- Understanding Agentic AI and its benefits
- Automating repetitive tasks in insurance operations

05

Trainer Demo

Machine Learning for Risk Prediction

TOPICS

- Predictive modeling for customer churn, fraud, and pricing
- Evaluation metrics: precision, recall, AUC
- Ethical implications in AI-driven risk scoring

06

2 Labs

Business Case Development for AI in Insurance

TOPICS

- Structuring a business case: problem, solution, and ROI
- Case studies: fraud detection and NLP in contact centres

07

Trainer Demo

Responsible AI and Future Innovations

TOPICS

- Ensuring fairness, transparency, and bias mitigation
- Tools for explainable AI (XAI) within Azure
- Future trends: domain-specific copilots and personalization

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
01	Introduction to AI in the Insurance Industry	LAB ■ Lab 1: Exploring Azure AI Services ■ Lab 2: Image Analysis using Azure AI Foundry
02	NLP and Text Analytics for Insurance	Lab: Lab 3: Text Analytics using Azure AI Foundry
03	Introduction to Microsoft Copilot	LAB ■ Lab 4: Introduction to Generative AI via Copilot ■ Lab 5: Designing a Dream Destination using Copilot
04	Create Agents Using Microsoft Copilot	Lab: Lab 6: Building a Task Automation Agent for Insurance

#	MODULE	ACTIVITY
05	Machine Learning for Risk Prediction	Trainer Demo: Risk Prediction using Azure ML Studio
06	Business Case Development for AI in Insurance	LAB ■ Lab 7: Automate Data Extract from Document using Azure Document Intelligence ■ Lab 8: Automating Report Generation using Microsoft Copilot
07	Responsible AI and Future Innovations	Trainer Demo: Implementing Content Safety in Azure AI Studio

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Hands-on exercises throughout the course
- Delivery by certified instructors and subject matter experts
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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