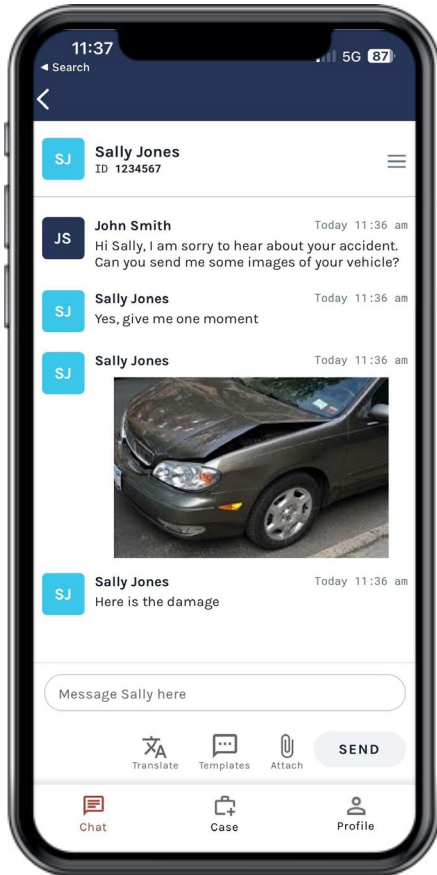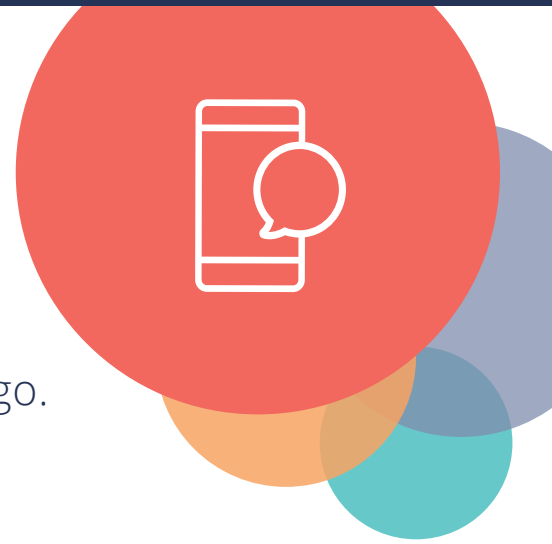# Hi Marley Mobile App

The trusted contact in your pocket – even on the go.

Hi Marley is the only AI-enabled platform powered by SMS and built for the insurance industry. The mobile application extends much of the web app functionality into the pockets of off-site operators to continue to deliver simple, lovable protection to customers.

Securely Communicate with Customers and In-Office Staff

The Hi Marley Mobile App was designed as an extension of the web app to support field adjusters, appraisers, workers' compensation staff and any other carrier operators away from their desks. With functionality to support existing workflows, the Mobile App allows carriers to keep customer conversations flowing, increase internal teamwork and reduce cycle times.

Mobile App Benefits

Break Down Communication Lags – Built-in workflow alerts and push notifications quickly inform adjusters of new tasks and case assignments in-app, allowing for quick follow-up with customers and eliminating phone tag.

Avoid Redundant Administrative Tasks – The Mobile App logs conversations as they happen; no need for adjusters to transfer messages or images from personal phones to the web app or their core system of record.

Guarantee Security and Compliance – The Hi Marley Mobile App supports TCPA compliance via opt-in management, grants visibility only to public cases and masks adjusters' personal information, ensuring privacy.

Keep Customers Delighted – Keep customers in the loop by communicating via text and reduce process delays if an adjuster is away from a desktop.

hi marley

Mobile Application Features

The Hi Marley Mobile App is available for any mobile device in the Apple and Android App stores. Anyone with a license for the Hi Marley web app can use the Mobile App with single sign-on and enjoy features including:

- **Support for All Case Types** – The Mobile App supports the same case creation and case closure workflows as the web app, including compliant transcript downloads.

- **View Full Conversation Thread and Images** – All channels are synced in real-time; Access conversations on the web app, Mobile App, and any integrations via API.

- **Case Assignment/Reassignment** – Assign and reassign users to cases through mobile.

- **Secondary Operators** – Add multiple Mobile App users to a single case for multi-user conversations or internal support needs.

- **Branding and Lines of Business** – Create new cases on mobile for distinct brands and lines of business.

- **Auto Replies** – Set out-of-office and away messages on mobile to manage customer expectations.

- **Message Templates** – Save time with pre-defined templates for frequent messages.

- **Scheduled Messages** – Enable messages to auto-trigger based on standard events and specific customer needs ahead of time.

- **Translation** – Instantly translate messages across 19 languages to reduce communication barriers.

- **Redaction** – Automatically protect social security numbers, bank information, credit cards and license numbers sent in conversations.

- **In-App Calling** – Quickly reach a customer via phone with one button click.

- **APIs and Integrations** – All existing integrations work on the Mobile App.

- **And more!**

> "Our Marley Mobile field adjuster pilot was very successful; it delivered a significant increase in NPS with a score of 77 when Hi Marley was used. We're now rolling out the Hi Marley Mobile App to include multiline adjusters, property specialists, total loss specialists and workers' comp specialists."

CHARLIE NORDER
Director of Claims, Pekin Insurance

Contact us today about a demo or starting a free trial.

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