








# Hi Marley Duck Creek Accelerator



## AI-Enabled SMS Messages Improve Insurance Carriers' Customer Interactions

### The Seamless Integration Allows Adjusters on the Duck Creek Platform to:

-  Initiate text contact
-  Enable SMS opt-in/opt-out
-  Share real-time claim status
-  View live updates of SMS messages in claim notes
-  Assign and reassign operators
-  Attach full conversation transcript into a claim file
-  Sync closure of the claim and conversation

"Customer experience is one of the most important factors insurance carriers wrestle with day-to-day. Timely, relevant and easy-to-send communications between carriers and policyholders is a game-changer."

**EVA HARRIS**  
Chief Strategy  
Officer at Duck Creek  
Technologies

### Streamlining Policyholder Claims Communications

The Hi Marley Insurance Cloud integration with Duck Creek Claims enhances communication and information sharing between adjusters and policyholders using text messaging (SMS).

We transform data between Hi Marley and the Duck Creek platform to share information and trigger API notifications. Hi Marley offers a seamless and modern communication experience. Representatives interact through our web-based application while customers communicate through a simple text stream.

### Why It Matters

Customer retention is a top priority for insurers, and policyholders are twice as likely to leave a carrier following a poor claim experience. With Hi Marley, carriers can quickly respond to policyholders via text message, improving claims cycle times, reducing costs and elevating customer satisfaction.

When users are required to go back and forth between multiple platforms, it can result in a loss of data, user errors and increased inefficiencies. The Hi Marley Duck Creek Accelerator streamlines processes and enables carriers to handle claims in one system, ensuring accurate information and increasing efficiencies.

Hassle-free communication throughout the claims process makes insurance professionals more productive and turns policyholders into lifelong customers.

### Making Insurance Lovable

The Hi Marley Insurance Cloud gives insurers the power to deliver simple and effective messages that further enhance the way insurance providers and policyholders connect. Designed by insurance pros for the insurance industry – we know what carriers need. We're committed to working alongside insurance carriers to solve problems, elevate the customer experience and make insurance lovable. Contact us today about a demo or starting a free trial.