Hi Marley's Intelligent Translation Feature

Easily break down barriers and communicate across languages to solve claims faster.

Real-Time Translation in 19 Languages:

- Arabic
- Bosnian
- English
- French
- German
- Haitian Creole
- Hindi
- Japanese
- Korean
- Polish
- Portuguese
- Russian
- Simplified Chinese
- Somali
- Spanish
- Tagalog
- Thai
- Urdu
- Vietnamese

Enabling Carriers and Customers to Communicate in Their Preferred Language, Without Interruption

The Hi Marley Insurance Cloud's intelligent translation automatically translates messages as they are sent and received, saving carriers money, time and resources. With more efficient communication, carriers can provide excellent service and support, no matter the customer's native language.

Lower Costs - Hi Marley's intelligent translation saves money by streamlining communications, speeding up the claims process and eliminating the expense and hold time of adding third-party translators and interpreter services.

Reduce Cycle Time - All parties write and see the conversation in their primary language, including critical details and information, enabling customers to make "in the moment" decisions rather than relying on family, friends or trusted advisors to relay messages.

Create Better Experiences - By using intelligent translation, the carrier converses directly with the customer, ensuring they understand the claims process and have clear expectations from the beginning. It also reduces the burden on third parties to understand the context of the insurance process.

> "We use Hi Marley's translation feature all the time; it made a huge difference for our adjusters. It's easy to use and has created significant time savings. Now, we don't need to locate a translator for every question; we can quickly provide answers and better serve our customers."
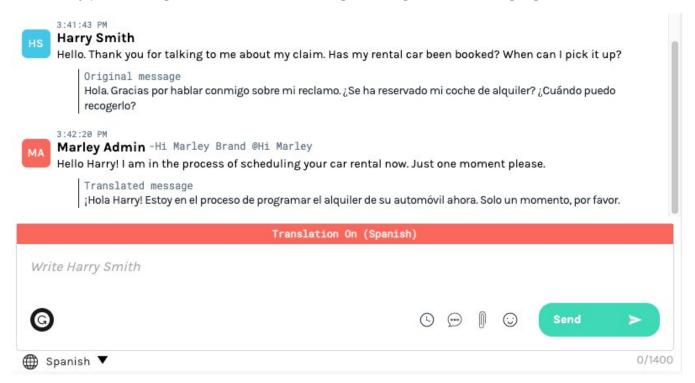
DAN GIRLAMO
VP of Claims at New Mexico Mutual

hi marley

Product Features

Real-time translation eases communication and builds trust. The intelligent translation feature can be toggled on or off at any point during the conversation, with English being the default language.

3:41:43 PM
Harry Smith
Hello. Thank you for talking to me about my claim. Has my rental car been booked? When can I pick it up?

Original message
Hola. Gracias por hablar conmigo sobre mi reclamo. ¿Se ha reservado mi coche de alquiler? ¿Cuándo puedo recogerlo?

3:42:20 PM
Marley Admin -Hi Marley Brand @Hi Marley
Hello Harry! I am in the process of scheduling your car rental now. Just one moment please.

Translated message
¡Hola Harry! Estoy en el proceso de programar el alquiler de su automóvil ahora. Solo un momento, por favor.

Translation On (Spanish)

Write Harry Smith

Send ➤

🌐 Spanish ▼   0/1400

Carriers Using Intelligent Translation Will Enjoy:

Simple Activation - Reps can immediately start translating their conversations by clicking the translate icon in Hi Marley and selecting the end user's desired language from a drop-down menu. This quick and easy step empowers operators to stay within the Hi Marley SMS channel for communication while allowing customers to communicate using their keyboard language of choice.

Message Transparency - As messages are sent and received, operators using Hi Marley will have visibility to both the original message as well as the translated text. And for the customer, messages received will only appear as translated.

A Comprehensive Transcript - Hi Marley will always capture both the English and translated text where applicable in the conversation transcript. This provides visibility and clarity to the carrier and mitigates risks related to audits and compliance.

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