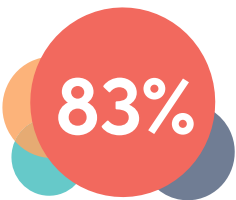# Hi Marley Integration with Guidewire ClaimCenter

Streamlining Claims Communication for ClaimCenter Versions 9, 10 and Cloud

Delivering a Seamless and Modern Communication Experience

The Hi Marley integration with Guidewire ClaimCenter streamlines processes, ensures seamless communication and enables more productive insurance professionals through simple, hassle-free texting. ClaimCenter users are enabled with an integrated experience, secure compliance measures and increased workflow efficiencies by tapping into the capabilities of Hi Marley's intelligent conversational platform.

Operators in ClaimCenter Can:

- Initiate text contact and create Hi Marley cases

- Capture SMS opt-in/opt-out status for TCPA compliance

- Utilize SMS templates and scheduled messages to optimize workflows

- Save conversation transcripts and media files as part of the claim file

- Automate case assignment and reassignment

- Sync claim status, groups and secondary operators

- Translate messages into 19 languages to remove communication barriers

- Control case privacy to protect sensitive information

- Promptly respond to AI-enabled message alerts that need attention to mitigate risk*

83%

of Hi Marley customers who have Guidewire have maximized efficiencies by integrating the Hi Marley Insurance Cloud with Guidewire ClaimCenter.

AI-enabled message alerts only available through Hi Marley's Coaching package

Why It Matters

People want to text with their service providers. We created the first intelligent conversational platform for insurance carriers to reach customers via text — streamlining communication, automating processes and providing new ways to connect with policyholders.

A Glimpse Into Guidewire ClaimCenter

Expanded Hi Marley case details in ClaimCenter display case options, provide one-click access to insights and analytics, capture opt-in status for compliance and more.
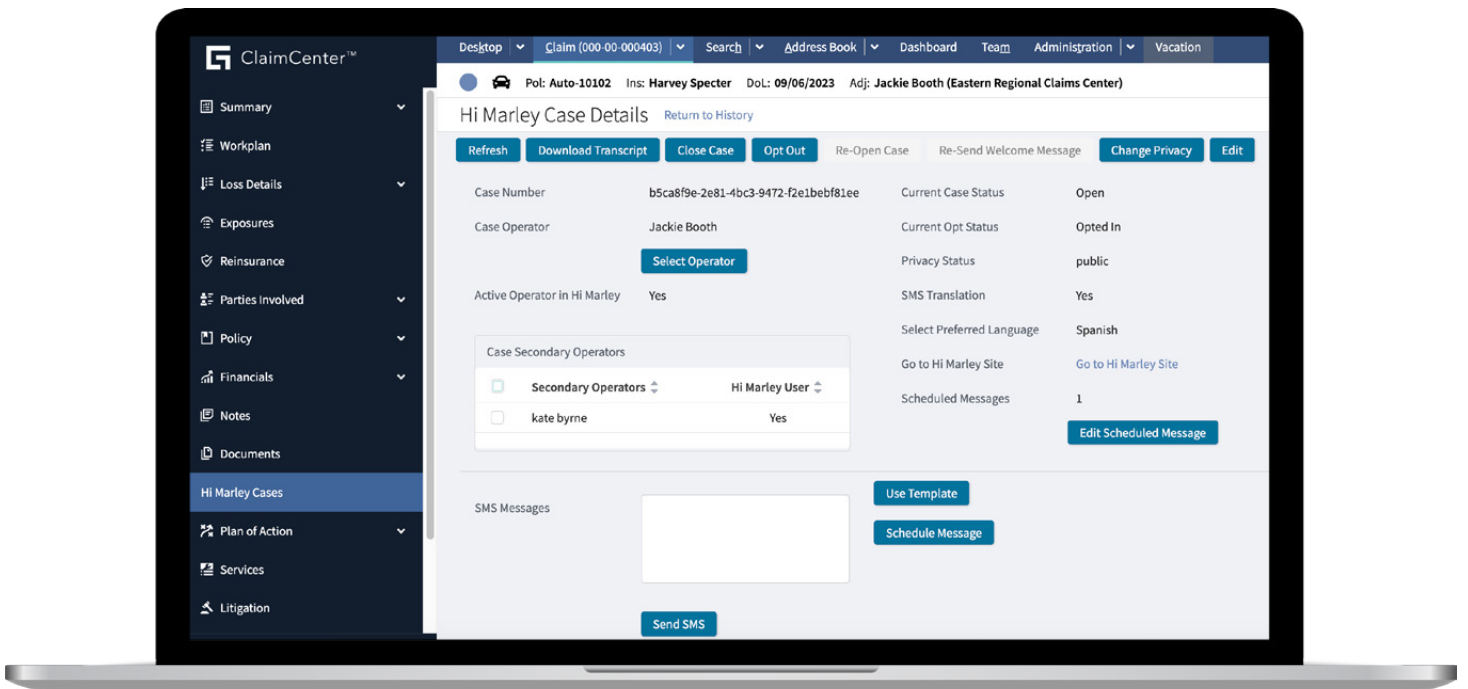
"With the Guidewire integration, messages, documents and photos are automatically added to the claims system; one of the many Hi Marley features that has resulted in **better claim service for our customers and increased job satisfaction for our team**."

Senior Vice President of Claims

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

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