Hi Marley Integration with Insuresoft Diamond

Elevating Customer Satisfaction Through Better Claims Communication



The Hi Marley Insuresoft Diamond integration streamlines processes and enables carriers to handle claims in one system, ensuring accurate information and increasing efficiencies.

Making Claims Communication Modern and Lovable

Hassle-free communication throughout the claims process makes insurance professionals more productive and turns policyholders into lifelong customers. With Hi Marley's intelligent conversational platform, carriers can quickly respond to policyholders via text message, improve claims cycle times, reduce costs and increase customer satisfaction. Our integration with Insuresoft enables users on Diamond to take advantage of Hi Marley functionality directly within their preferred system of record.

Operators On the Diamond Platform Can*:

Reduce administrative steps between systems with single-click Hi Marley case creation and simple adjuster assignment/reassignment actions.



- Ensure TCPA compliance with opt-in status captured in Diamond.
- Improve workflow efficiencies and adjuster response times with message templates, scheduled messages and language translation.
 - Record all Hi Marley conversation details in Diamond for maximum transparency including message logs, media files, and PDF transcripts upon claim closure.

A Glimpse Into Insuresoft Diamond

Hi Marley gives Diamond users the power to deliver simple and effective messages that further enhance the way insurance providers and policyholders connect. Send messages, create case notes, remain in compliance and more, all within the Diamond system.

Task List Policy: APV 10012 Bras	afield; Jack K. Claim: PA2023000012 x
Policy is Currently In-Force Diamond Insurance Company	Joe's Agency Cole Allen Producer APV 10012 (13/1) 8/18/2023 to 8/18/2024
Quick Links	EDIT NOTES (1) DATES
Add Claimant	main scheduled ray Elogation Activity roms roomy w Attachments (2) Carnet reducat roomcation options minartey
Add Dlary Item	CLOSE CASE REFRESH MESSAGES
Add Feature/Coverage Add Multiple Features/Cover	
Add Note	
Load Loss Notice	Gase Status: Opted-in for TCPA compliance
Load Policy Load Policy Claims List	received your message and will respond
Print History	during business hours. ASSIGN ADJUSTER EDIT ADJUSTER
Refresh Claim	Sent: 9/8/2023 10:00:42 AM By: David Gomez Primary Adjuster: David Gomez
View Financials Summary View Notes (10)	Thank you for speaking with me, as discussed I have sent you a payment for
View Tasks	damages and a rental car agent will be calling you soon!
View Work Plan	Received: 9/8/2023 10:00:42 AM
	That is great news. Thank you for the help!
PA2023000012	Sent: 9/8/2023 10:00:42 AM By: David Gomez
🝷 🗒 🔵 David Gomez / Diamo	You are welcome.
 Vehicles 	Received: 9/8/2023 10:01:46 AM
🔻 🚍 🔍 (1) 1996 Pontiac	The insured has sent an image. Please check the attachments for this claimant. The file
Attachments	name is a93af422-e7b8-4571-928f- acc7a92ffa98.jpg
 Claimants (1) Brasfield: 	Received: 9/8/2023 10:01:46 AM
Features/Co	Here is the image you need. SAVE COMMENT
Witnesses	Powered By:
Attachments	SEND MESSAGE
_	Marley
	Send messages

"Hi Marley brings our client service to a new level. By integrating their solution, we are creating a better experience for a happier customer while optimizing our internal process efficiencies."

Senior Vice President of Claims

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

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