Hi Marley Integration with Insuresoft Diamond

Elevating Customer Satisfaction Through Better Claims Communication

insuresoft
Core tech that lets you shine.

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.

*Feature availability dependent on corresponding releases.

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.

Capture opt-status for TCPA compliance

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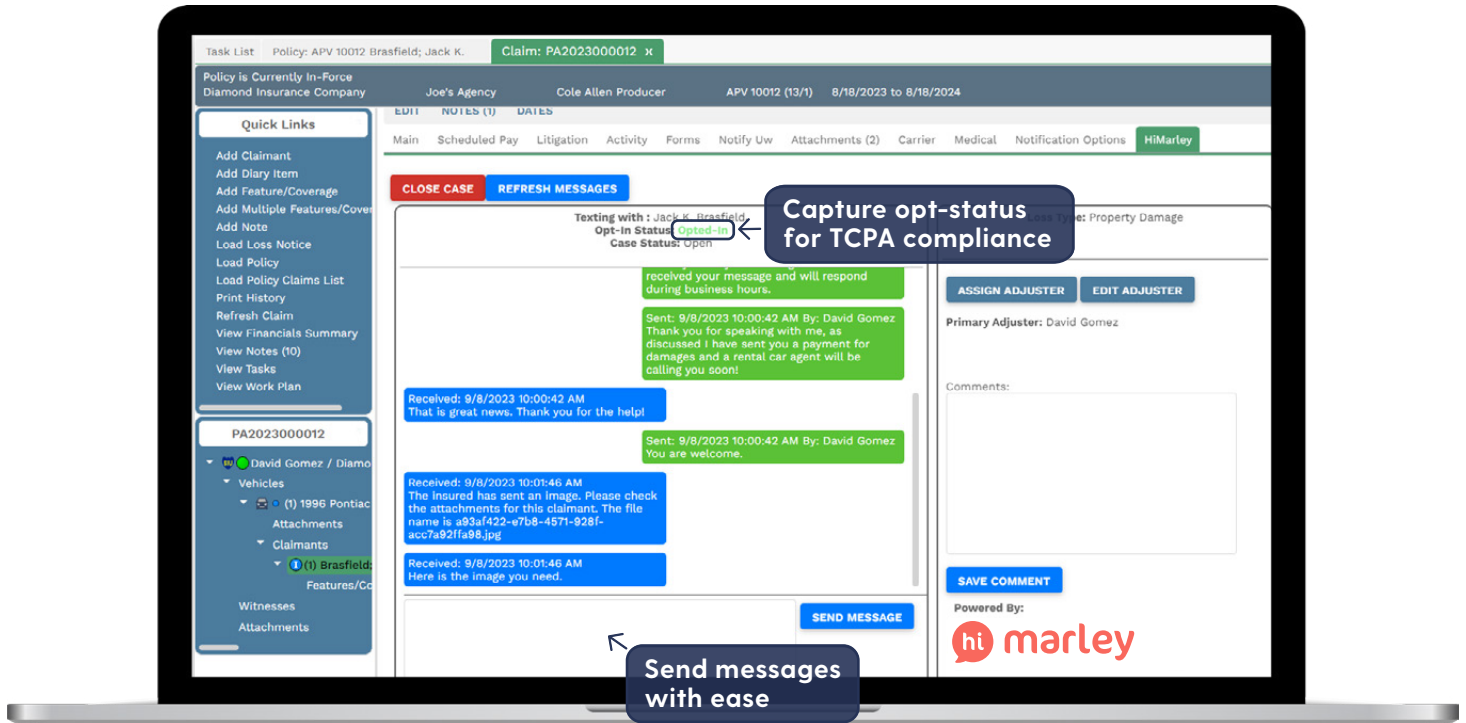
"Hi Marley brings our client service to a new level. By integrating their solution, **we are creating a better experience for a happier customer while optimizing our internal process efficiencies**."

Senior Vice President of Claims

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

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