Hi Marley's Integration with Duck Creek Claims

Streamlining Policyholder Claims Communication

Duck Creek Technologies
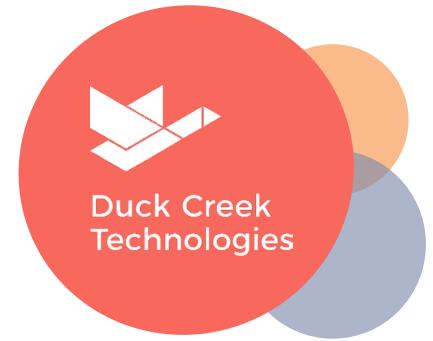
With Hi Marley, carriers can quickly respond to policyholders via text, improving claims cycle times, reducing costs and elevating customer satisfaction.

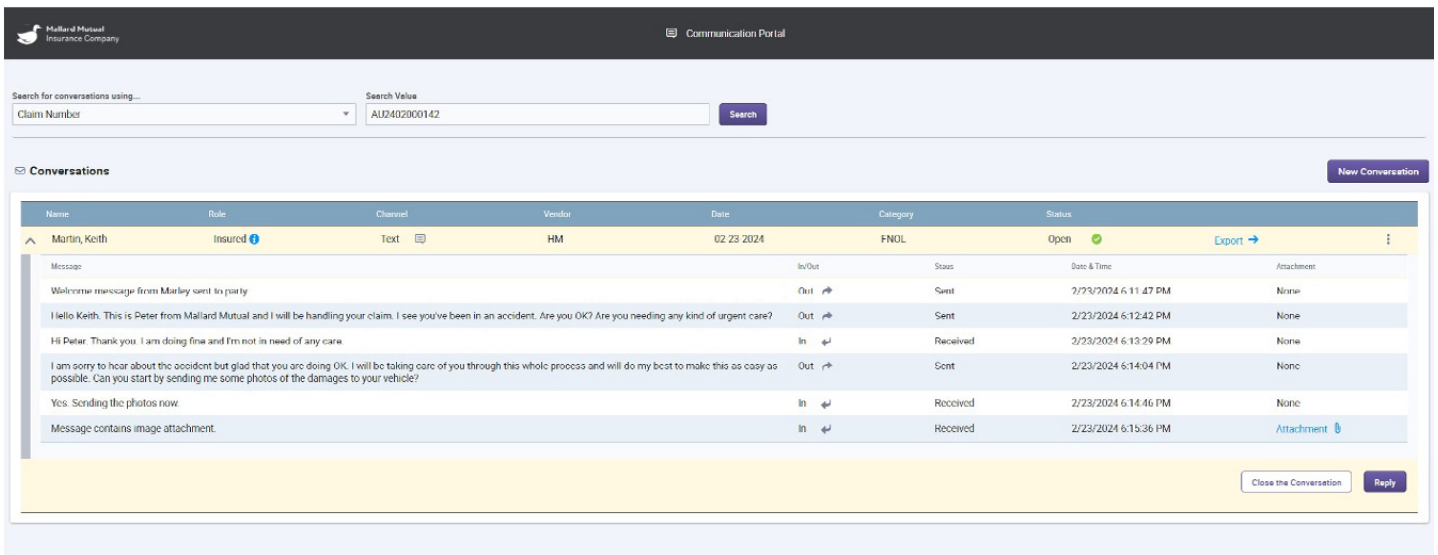## Conversational Capabilities Deliver a Seamless and Modern Experience

The Hi Marley Insurance Cloud integration with Duck Creek Claims enhances communication and information sharing between adjusters and policyholders. Duck Creek users are enabled with an integrated experience, secure compliance measures and increased workflow efficiencies by tapping into the capabilities of our intelligent conversational platform.

Claims Adjusters on Duck Creek Can:

- Initiate text contact and create Hi Marley cases by lines of business or brands
- Capture SMS opt-in/opt-out status for TCPA compliance
- Control claim assignment and reassignment
- Utilize scheduled messages to optimize workflows
- Save conversation transcripts and media files through files notes
- Manage secondary operators for claim collaboration
- Access the Hi Marley web app with a single click for analytics and more
- Record Hi Marley messages and case status updates in real-time
- Sync closure of the claim and conversation with simple configuration

A Glimpse Into Duck Creek Claims

The Hi Marley Duck Creek accelerator streamlines processes and enables carriers to handle claims in one system, ensuring accurate information and increasing efficiencies. The real-time sync of case details, automated messages, and operator management grants users working directly in Duck Creek with increased workflow efficiencies and secure compliance measures.

"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.**"

CARRIE FELDMAN
Senior Product Manager, Duck Creek Technologies

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

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