

Talkdesk

> Guidewire PartnerConnect Solution Overview

The Insurer Challenge

A highly manual and inefficient process required for addressing policy eligibility questions and sourcing FNOL submissions.

The Solution

The Talkdesk integration for the Guidewire Marketplace will help insurers automate policy eligibility queries and source FNOL submissions with real-time, verified data.

Solution Benefits

- Policy inquiry API can be generated within Guidewire ClaimCenter to efficiently verify coverage and connect relevant claim and incident details within a FNOL submission

Planned Integration Benefits

- Increased automation and efficiency
- Work with up-to-date, trustworthy data
- Increased agent effectiveness

INTEGRATION PLANNED ACCELERATOR

GUIDEWIRE APPLICATION:

ClaimCenter

VERSION:

ClaimCenter 10

GEOGRAPHIC REGIONS:

North America, LatAm, APAC,
EMEA

LANGUAGES:

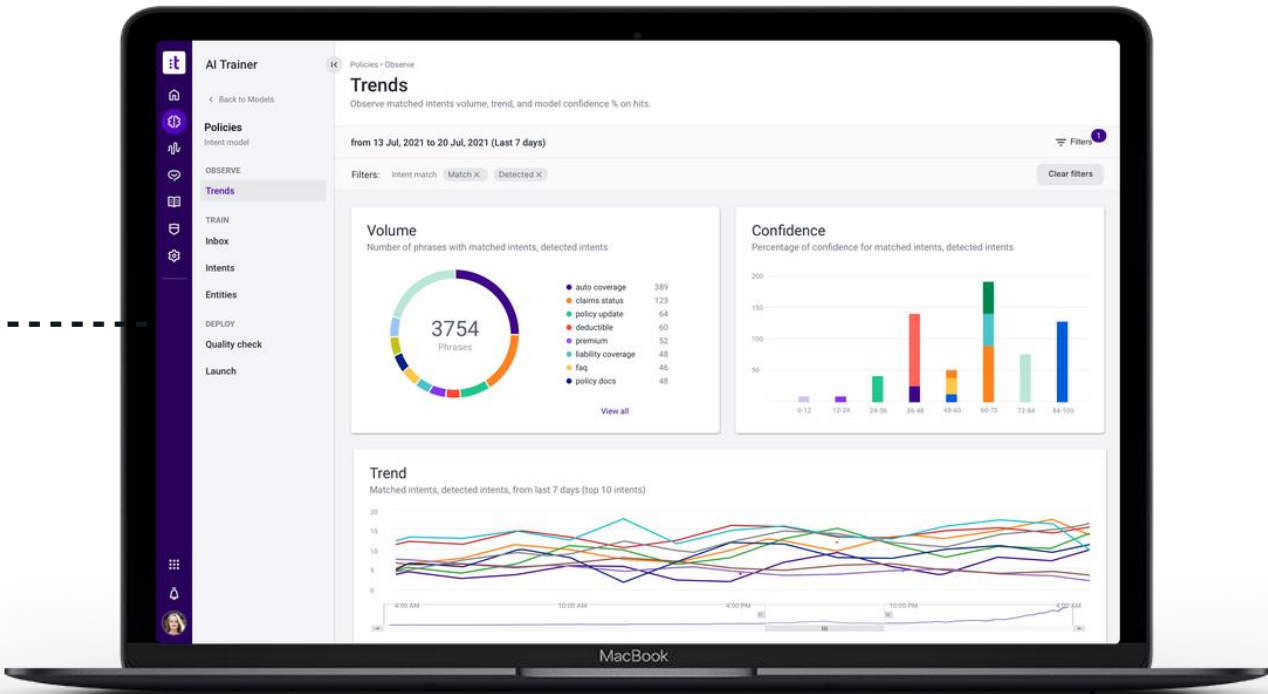
English

LINES OF BUSINESS:

Personal Auto
Personal Homeowners
Commercial Lines
Workers Compensation

PRODUCT DEMO





Talkdesk® is a global customer experience leader for customer-obsessed companies. Their AI-infused contact center solutions are purpose-built to provide a better way for insurers and policyholders to automate the entire policyholder journey from new business submission, to renewals, to policy services, to claims. The forward-thinking technology and speed of innovation of Talkdesk enables policyholders to utilize flexible, self-service tools at their convenience, and the option to escalate to live, prepared agents when needed. By dedicating agents to more complex issues, insurers can maximize operational efficiency.



Market Street,
San Francisco, CA
Guidewire@talkdesk.com
574-302-6210
www.Talkdesk.com



Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 400 insurers, from new ventures to the largest and most complex in the world, run on Guidewire. For more information, contact us at info@guidewire.com.