



## Solution Access Partner

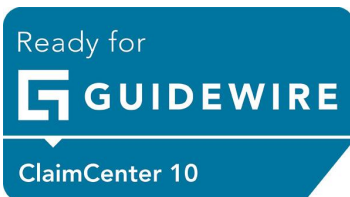
*Ready for Guidewire Validated Integration*

# G2 Claims Solution Overview

Personalize each engagement in real time by blending Genesys Cloud CX customer journey data with customer & claims data from Guidewire.

Integrated data enhances your customer's ability to self-serve through voice, digital and messaging channels.

Proactive notifications, fueled by triggers in Guidewire, provide status updates on claims.



## Challenge

Reducing customer effort and stress to provide an empathetic yet cost effective claims service. That meets customers in their channels of choice and balances convenience with care.

## Solution

Deliver a seamless claims experience with our AI-driven solution for insurers. Manage claims effortlessly across multiple channels, including through chatbots and web messaging. Empower customers with self-service options and seamlessly provide human support when required. Enhance empathy and responsiveness in every interaction to redefine the insurance claims experience.

## Benefits

- Increase self-service uptake.
- Reduce customer effort to increase retention.
- Reduce cost of claim components.
- Reduce average handle time (AHT) through automated identification and verification (ID&V) and Claim record screen-pops.



## About Partner



Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service<sup>SM</sup>, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences.

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## Integration Specifications

### Guidewire Application

ClaimCenter

### Version Supported

ClaimCenter 10

### Lines of Business

- Personal Auto
- Personal Homeowners
- Commercial Lines
- Workers Compensation
- General Liability
- Travel

### Geographic Regions

Global

### Languages

Chinese, Dutch, English, French, German, Italian, Japanese, Portuguese, Russian, Spanish (Latin America), Spanish (Spain)

