



Embedded solution

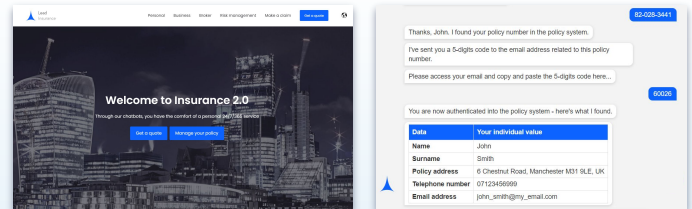
Offering a STP and no-touch claims automation

Claims are the most delicate part of the insurance value chain as they represent the **moment of truth** for insurers and their policyholders, directly affecting **customer retention**. Claims operations teams are often challenged with juggling multiple systems that contain customer and claims data, slowing the claims process and increasing the possibility for inaccurate decision making, potential fraud or litigation, or losing a customer by not meeting their service expectations. On top of this, most claims are currently notified by phone across the insurance industry. Call centres saturate quickly, especially during surges, creating **high operational costs** and waiting on hold for customers.

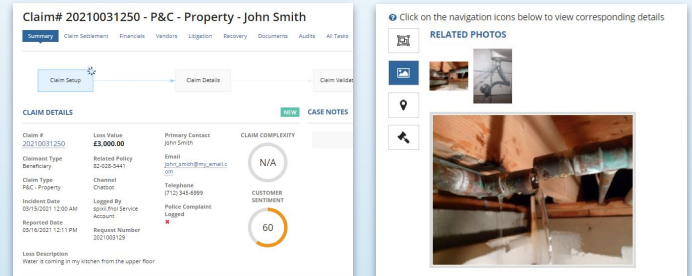
Spixii and Appian partnered to offer a powerful joint solution to address this problem. **Spixii Conversational Process Automation** ensure the gathering of all the FNOL details through its expert chatbots and leverages its Connectivity Hub to log the claim straight into **Appian Connected Claims**, where the operational claim team have a 360-degree view of each claim in an actionable dashboard of data from all claims systems, policy systems and 3rd party applications.

Automate in 4 steps

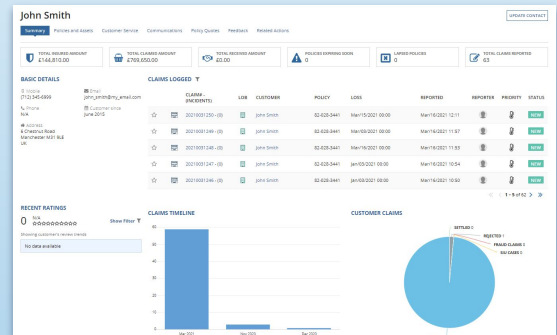
01 Gather customer FNOL details with a 365/7/24 available chatbot



02 Manage the claim automatically logged by the chatbot through Appian Connected Claims



03 Monitor claimant's history with satisfaction rate and feedback



04 Get insights and improve chatbot performance through granular conversational analytics



Watch the demo video for further understanding and information

More information available on:

<https://www.appian.com/connected-claims/>

<https://www.spixii.com/solutions/claims>