

Delivering Claims Status Automatically

Improve service, streamline customer communications, and increase efficiency.



Using Varolii's interactive customer communications, policyholders receive personalized status updates, freeing adjusters' time to expedite the claims process and focus on other important tasks.

Varolii helps improve the customer experience by allowing insurance companies to get the most out of every interaction. By delivering proactive, personalized outreach, customers are better informed and satisfied, which ultimately leads to increased retention and referrals.

Automate More of the Claims Process

Automating the routine and time-consuming elements of the claims process allows you to:

- Increase adjuster productivity – Free adjusters from routine status calls so they can focus on moving claims through the cycle faster.
- Communicate exceptions or bottlenecks – Customers can respond to requests for missing information or automatically transfer to an adjuster or contact center agent to keep the process moving.

Reduce Missed Appointments for Drive-In Claims

Sending automated reminder notifications helps reduce missed appointments and provides additional benefits, including:

- **Interactivity** – Get a definitive customer confirmation instead of just “blasting” a generic reminder. Allow customers to interact and confirm an appointment directly through the Varolii communication.
- **Calling Strategies** – Create a calling strategy to reach the right party. Varolii's automatic retry strategy ensures that you reach responsible parties live, increasing the reliability of the confirmation you get in return.
- **Answering Machine Callbacks** – Leave answering machine messages without straining your contact center with callbacks. When an answering machine is reached, Varolii's notification retrieval feature allows customers to retrieve their message using a unique access code with all interactivity intact. Customers can confirm or indicate they need to reschedule through the communication, keeping callbacks out of the contact center.

SOLUTION

Personalized and interactive communications to keep customers informed about the status of their claims.

BENEFITS

- Increases adjuster efficiency
- Speeds the claims process
- Improves the customer experience
- Reduces missed drive-in appointments
- Alerts catastrophe victims quickly
- Lowers cost per claim

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Inbound queries about claims status strain agent resources, impact customer satisfaction, and squeeze processing efficiency.

Ease the Strain when Catastrophes Strike

Catastrophic events cause enough uncertainty – not knowing the next step in the claims process makes it worse for customers. Proactive communication means:

- Reaching out to customers immediately – Varolii can contact all effected or potentially effected customers immediately.
- Informing customers of their assigned adjuster – Give customers a feeling of security in knowing someone is there. Provide options to transfer directly to the adjuster.
- Communicating the process proactively – Increase customers satisfaction and loyalty by keeping customers informed every step of the way.

How It Works

1. Varolii gathers customer contact data and claims information either by flat file or by directly integrating to the claim management system(s).
2. For voice notifications, Varolii blends the customer data with high quality voice recordings to create a personalized message, complete with scheduled appointment details or claim status.
3. Varolii sends out the notifications from its data centers, as it is a fully hosted solution.
4. The customer interacts with the message using the telephone keypad or by speaking a response.
5. Varolii updates your data system(s) with customer results, transfers the caller to an adjuster or contact center (as an option), or directly schedules an appointment based on available time slots, if the option is given.
6. For reminders, Varolii sends a notification, requesting that the customer confirm the appointment time. If the appointment is no longer convenient, the customer can indicate that with a key press, and the system can present the customer with several rescheduling options or transfer the customer to an agent.

ABOUT VAROLII

Varolii® provides on-demand communication software and services that enable organizations to more effectively reach and interact with their customers and employees, getting the best result from every interaction.

www.Varolii.com

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