

# Solutions for Insurance

Increase policyholder satisfaction, reduce exposure & improve the bottom line.

## SPLICE Creates Better Messages that People Want to Hear

As an insurance provider, do you lack the staffing resources, time, or budget to deliver personalized, proactive communications? SPLICE enables trackable policyholder communications to be delivered via Phone, SMS and Voice First Devices like Amazon Alexa and Google Home. We connect insurance providers to the individuals they serve, enhancing the ability to engage and support policyholders with the essential communications they need.

### How it Works

Our award-winning Dialog Suite™ connects via API (Application Programming Interface) to your core systems, and/or CRM to deliver messages using real-time data, both in outbound messaging and inbound response. Data may also be uploaded directly on a regular or on-demand basis for specific use cases.

### Sample Messaging

See below for an examples of messaging that can be delivered by a insurance provider:



Text Message  
(SMS)

“Jane:  
Your claim #2018ABC has been assigned to Adjuster John Smith at [355-555-1212](tel:355-555-1212) x111. Text “STOP” to opt-out.”



Phone  
(Home or Mobile)

“Hi Jane,  
This is SPLASH Insurances Claims department. Im calling to remind you about your meeting with adjuster John Smith tomorrow at 12:00pm. To confirm your appointment press 1. If you need to reschedule, please press 2.”



Voice-First Device  
(Alexa, Google Home)

“Alexa, ask SPLASH Insurance for a status on my Claim.”  
“Your Claim has been closed and a payment has been issued to Joes Body Shop in the amount of \$5,000. Is there anything else I can do to assist you?”

“No.”

## Why SPLICE?

SPLICE creates better messages that people want to hear, delivered via their channels of choice, including Phone, SMS, and Voice First devices like Amazon Alexa and Google Home. Our cloud-based Dialog Suite™ uses big data and AI to deliver Data-Driven Dialogs® that can be leveraged across customer touchpoints, depending on the channel preferences selected by each patient.

# Benefits

- Improve satisfaction by keeping policyholders informed throughout the claims process
- Reduce costs associated with inbound calls to your call center, adjusters, and agents
- Reduce wasted time associated with appointment no-shows
- Measure ROI and continually improve SPLICE campaigns with the Dialog Dashboard™

## Dialogs That Grow As You Do

Our dialogs can be customized to your current policyholder lifecycle and continually evolve as your needs do. Below is a sample policyholder journey with just a few of the possible use case examples:

### Connect at key points along the Policyholder Journey:



## Contact us

For more information on our **Solutions for Insurance**, call us toll-free at **1.855.777.5423**, email us at [sales@splicesoftware.com](mailto:sales@splicesoftware.com), or contact us on our website at [splicesoftware.com/contact](http://splicesoftware.com/contact).

**Combining Art & Science in Connecting You with Your Customer.**

splicesoftware.com | 855-777-5423 | sales@splicesoftware.com | SPLICESoftware



InsSol201808