



Duck Creek
Technologies

Maintaining Empathy in an Era of Claims Automation

WEBINAR

Today's Speakers

Moderator



Gian Calvesbert
Manager, Product Marketing
Duck Creek Technologies

Presenters



Sasha Korol
Principal Product Manager of Claims
Duck Creek Technologies



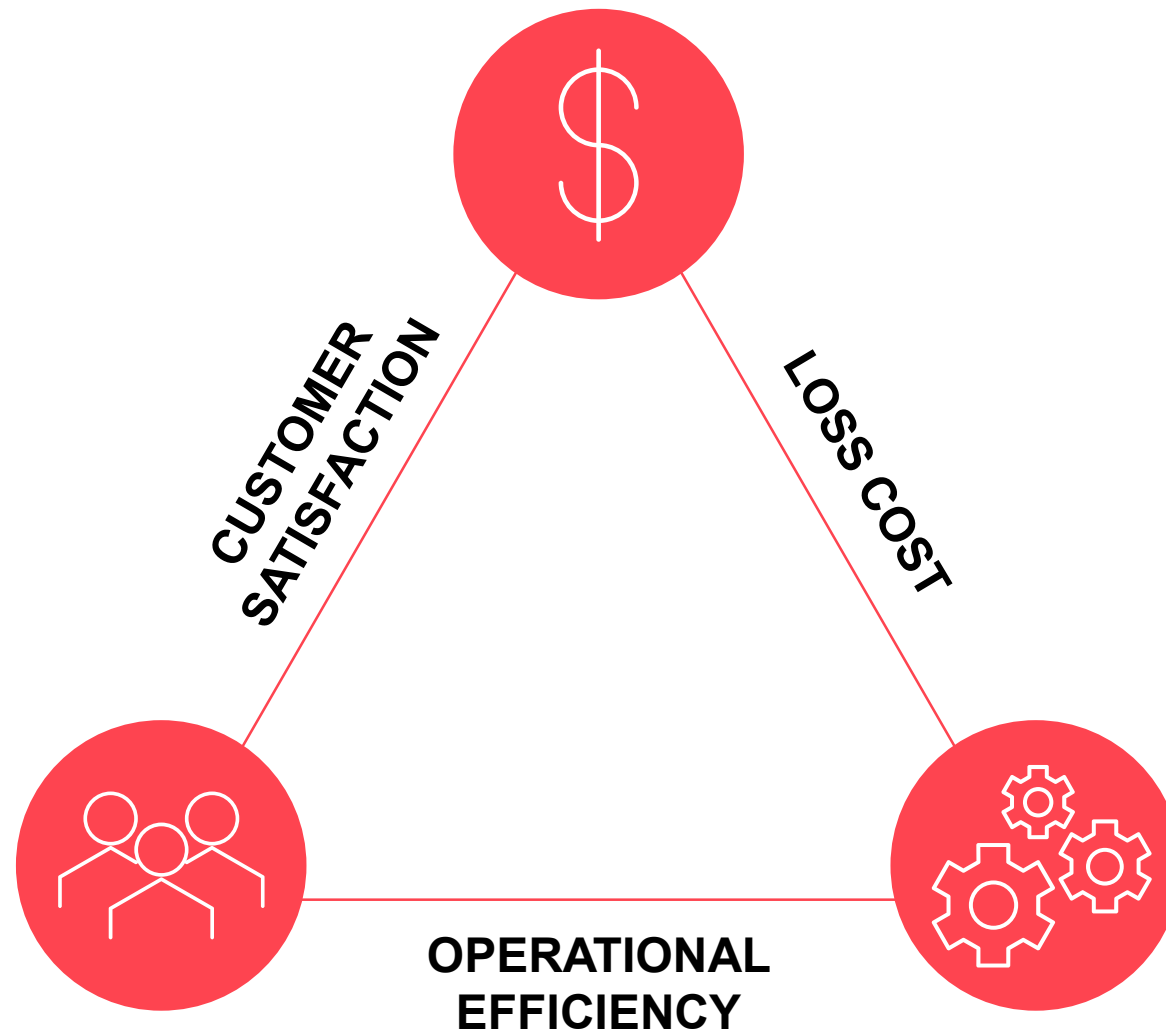
Tara Kelly
President & CEO
SPLICE Software

Poll Question

Which of these customer engagement activities would you consider the most challenging?

- Providing customers with access and transparency to information
- Facilitating conversations with customers
- Delivering the right message at the right time
- Retaining customers after claims

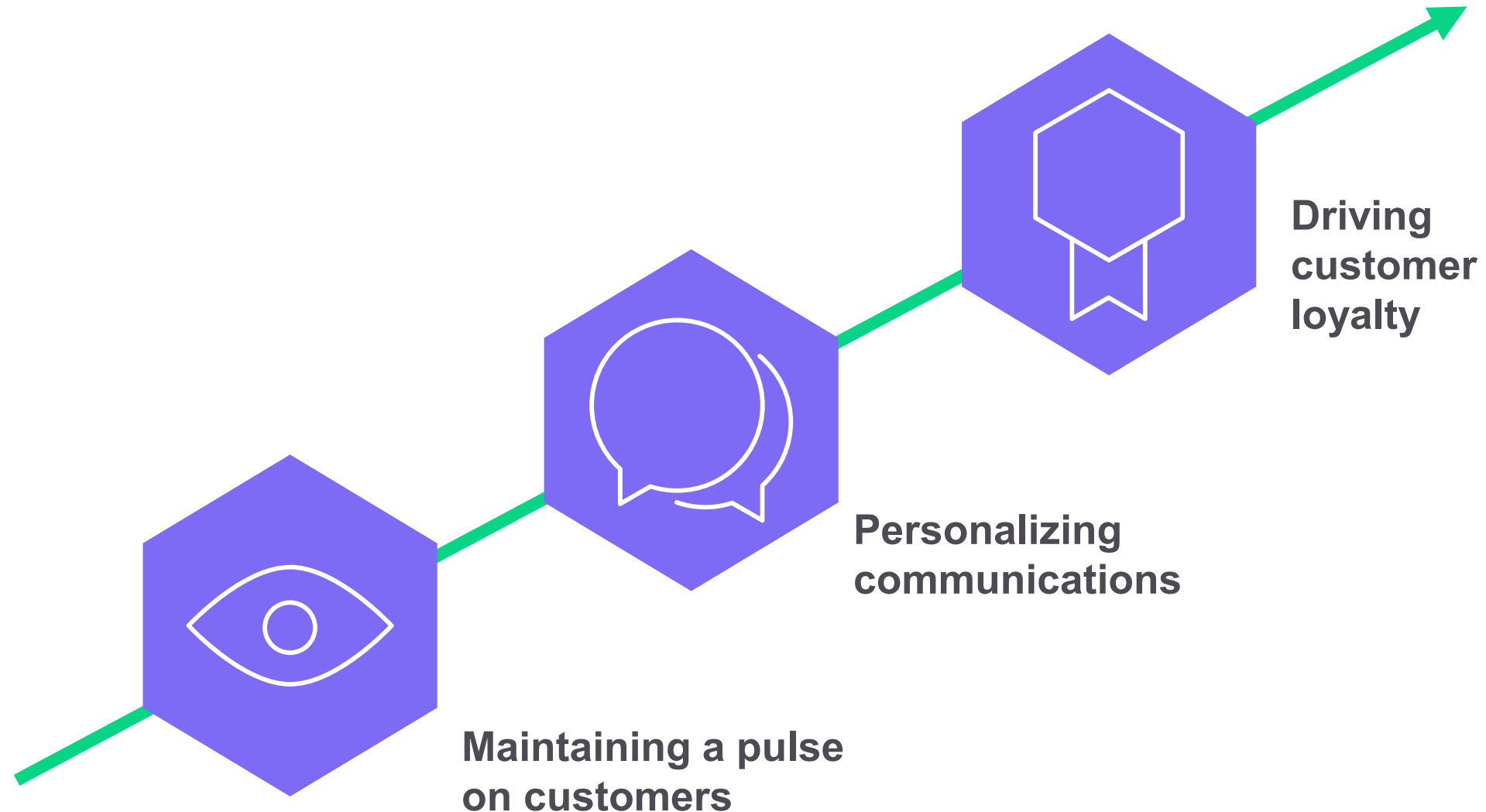
What is the Value of Automating Customer Engagement?



What Does it Mean to be Empathetic?



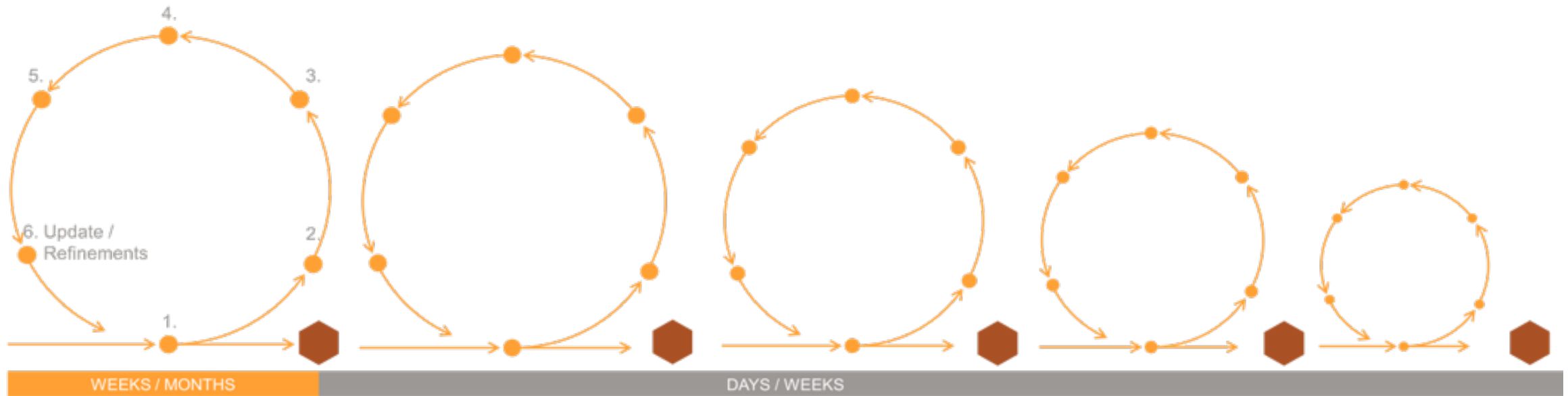
How are Engagement Strategies Evolving?



**What does success
look like?**



What are the Keys to Implementation?



Where Do Carriers Begin?



Thank you for joining us! Q&A will now begin.

Moderator



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