

Claims Satisfaction Integration

Driving a Competitive Advantage in Insurance

SPLICE is a Proud Partner of Duck Creek

Enviably customer experience is a must-have in all insurance service segments, but the real key to driving value is a combined solution that offers a superior customer experience AND operational savings. Together, we can.

Today's insureds are looking for more proactive communications to inform, connect, and create a lasting relationship. The Duck Creek and SPLICE integration enables insurers to use the data they have about their policyholders to communicate with them in a timely manner, in their preferred channels, with messages that make their lives easier.

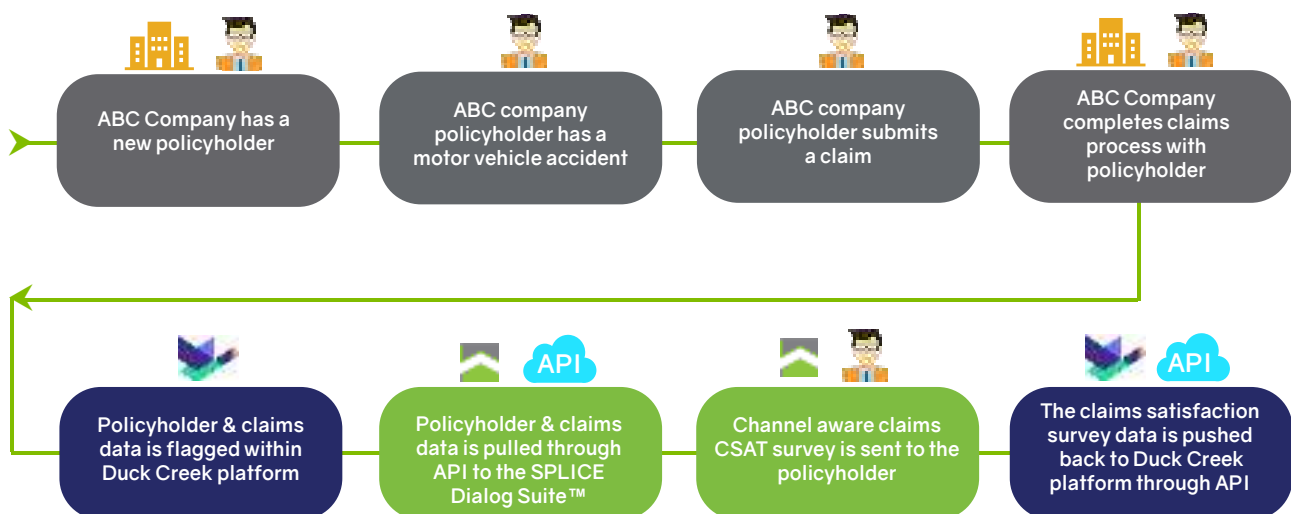
Partnership Benefits

- **Better understand the claims experience:** Identify operational improvements for claims through valuable customer feedback
- **Enhance the customer experience:** Improve the interaction in difficult situations to optimize engagement, loyalty and long-term customer retention
- **Gather customer insights:** Increase visibility on customer sentiment to create better brand experiences

How it Works

Using secure phone and text technology, the Duck Creek and SPLICE integration allows insurers to capitalize on the two most engaging channels, while their competitors continue to lose data and waste money in their call centers and with direct mail.

Claims CSAT Workflow



Claims Satisfaction Integration

The Numbers Speak for Themselves

- 88% Contact Rate
- 83% Listenership Rate
- 90% Reduction in Cost

What our Customers are Saying

"We have been very pleased with the service SPLICE Software's client success team has provided since moving our NPS survey program over from another provider. We chose SPLICE, in part, for the ability to send surveys via both email and natural-sounding personalized automated calls. The surveys are branded as coming directly from us instead of from a third party leading to an enhanced customer experience and response rate. I recommend SPLICE Software to others who are looking for a reliable partner who can help streamline an NPS and customer satisfaction program."



"The SPLICE system allows us to be a lot more flexible. It's really easy to change messaging and timing, and we can test the results. It's a huge time saver. SPLICE is engaged in our business, our needs and is on board with allowing us to continually improve the services we provide to our customers. They ensure that the process is quick, easy and is executed with quality."

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About SPLICE Software

SPLICE Software is in the business of driving REAL conversations with customers for insurers, financial institutions, retailers, and healthcare providers. Our Data-Driven Dialogs® enable you to send automated messages triggered by your systems to customers via their channels of choice, including phone, SMS/MMS, and email. Our Customer-Driven Dialogs™ enable you to respond to requests for information initiated by your clients in real time, through text message, web chat, social apps like Facebook Messenger & WhatsApp, and/or home assistant devices like Amazon Echo & Google Home. SPLICE allows companies to capture & manage customers' permissions and preferences—enabling you to personalize, test and measure like never before.

About Duck Creek

Duck Creek Technologies paves a genuine path to the future for P&C insurance companies. Decades of insurance experience underpin advanced technologies specifically designed to accommodate change – allowing carriers to navigate uncertainty and capture market opportunities faster than their competitors. Duck Creek solutions are available standalone or as a full suite. All are loud-ready. For more information visit www.duckcreek.com.

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