

Utilize the power of Talkdesk and Guidewire to improve CX

Delight customers with a seamless, personalized, and digital-first experience.



Talkdesk unifies the customer journey across policy servicing, claims, and new business. Our AI-powered contact center platform is purpose-built for insurers to deliver modern customer service and connected interactions on any channel.

Talkdesk Financial Services Experience Cloud™ Accelerator for Guidewire ClaimCenter and planned out-of-the-box integration to the PolicyCenter, enables a holistic view of customer context, automated workflows with built-in efficiencies, and streamlines processes using bi-directional data exchange in real time.

Improve customer service with a complete view of your customer.

A holistic view of customer context, including claims information retrieved in real time from Guidewire, is captured in a single interface that helps agents provide a seamless customer experience.

Deliver connected interactions across digital and voice channels.

Give customers convenience and control by offering expanded service on preferred channels.

Streamline claims with time-saving automations.

Complete a FNOL fast. Agents can process these more efficiently using pre-built workflows and obtain a claim number instantly from Guidewire.

Reduce friction from the claims process.

Proactively notify customers with claim updates and status using the latest information fetched from ClaimCenter.

Empower employees and boost productivity.

Equip agents with AI-powered guidance, auto-summary of interactions, and more, to ease their workload and keep them focused on delivering service with empathy.

Benefits



Boost business growth



Increase customer satisfaction



Connect the customer journey



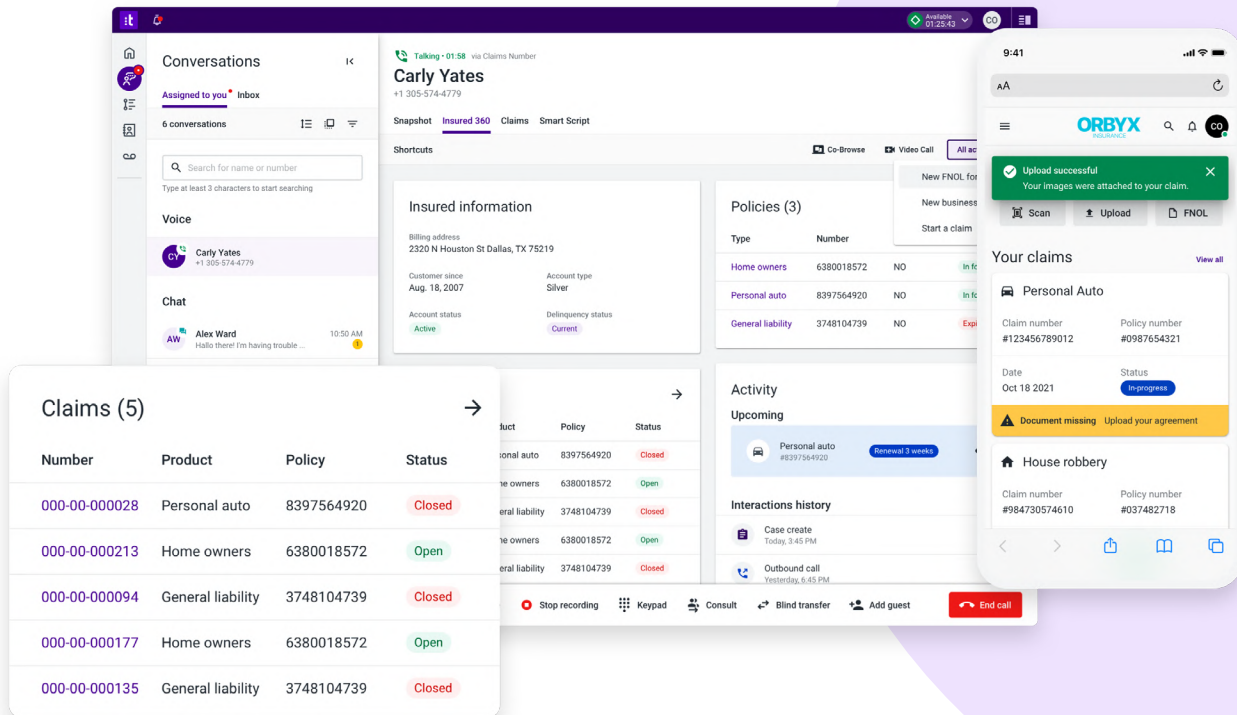
Reduce operating costs



Improve efficiencies

Meet the AI-powered contact center platform purpose-built for insurance.

Talkdesk Financial Services Experience Cloud™ for Insurance unifies the customer journey across policy servicing, claims, and new business.



Contacts:

Bhavana Rana

Senior Marketing Director, Financial Services & Insurance
Talkdesk
bhavana.rana@talkdesk.com

Tim Kennedy

Senior Manager, Solution Alliance
Guidewire
tim.kennedy@guidewire.com

About Talkdesk

Talkdesk® is a global cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line. [Learn more](#) and take a [self-guided demo](#) at www.talkdesk.com.

talkdesk®

Experience. A better way.

[Talkdesk Financial Services Experience Cloud™](#)

