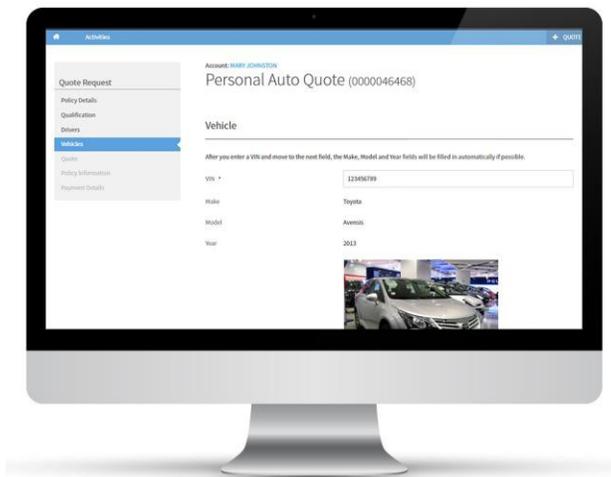




Guidewire ServiceRepEngage

An easy-to-use application that empowers your customer service team to deliver superior, personalized assistance

DATA SHEET



The Customer Service Challenge

Today's insurance customers expect fast, personalized service. At those critical, time-sensitive "moments of truth" when a policyholder requires assistance with a policy, billing, or claims issue, contact center staff must be empowered with up-to-date policyholder information and digital insurance lifecycle capabilities to address customer needs in an efficient manner.

The Solution: ServiceRepEngage

Guidewire ServiceRepEngage™ enables customer service representatives to deliver the fast, personalized, and empathetic assistance that today's policyholders expect. ServiceRepEngage* is an intuitive, easy-to-use application that supports policy, billing, and claims.

*Formerly "Gateway Portal for CSRs"

BENEFITS

With ServiceRepEngage, you can improve:

- Customer service teams' ability to sell and cross-sell
- Delivery of workers' compensation insurance policies out of the box
- Speed and efficiency of quotes with enhanced quote flow navigation and "Two-Phase" quoting
- Service to personal and commercial lines policyholders
- Communication across channels
- Operational efficiency across policy, billing, and claims
- Personalized support
- Policyholder satisfaction by reducing:
 - Customer service errors and costs due to miscommunication and disjointed systems
 - Time spent on information-gathering and data entry
 - Cost of implementation and maintenance

Enabling Customer Teams to Deliver Excellent Service

With a desktop tailored to their real-time needs, customer service representatives (CSRs) can use ServiceRepEngage to:

- Deliver workers' compensation policies out of the box from quote through binding; CSRs can now provide immediate, responsive service to workers' compensation prospects and customers with the ability to drag-and-drop spreadsheets to prefill data for complex quotes
- Identify and address errors and underwriting issues as they arise in the quote process with helpful error messages, warnings, refer-to-underwriter workflows, and "Knock-Out" alerts if a submission cannot be bound
- Explain product offerings and coverages, and sell and cross-sell products
- Use a powerful search tool to quickly find and view policyholder and account information, including quotes and coverage details, billing information, and claims status
- Service accounts with real-time transactional capabilities across policy, billing, and claims
- Consult a timeline viewer of all policyholder account activity—using the same timeline viewer that policyholders and agents/brokers use so that everyone is in sync
- Access and complete in-progress transactions
- File first notice of loss (FNOL) on behalf of policyholders, and provide updates on claims status, services, and payments during the adjudication process

Enabling IT to Support Digital Strategies

IT teams can support insurers' digital strategies with a flexible, easy-to-maintain application that integrates seamlessly with Guidewire InsuranceSuite™. With ServiceRepEngage, they can:

- Support omnichannel digital strategies
- Extend Guidewire core system capabilities rather than duplicating code
- Leverage defined business rules and product models in InsuranceSuite
- Equip customer service teams with an easy-to-navigate application
- Achieve consistency across all communication channels
- Enforce consistent customer service rules and defined workflows
- Tailor the user interface to reflect insurer branding
- Configure and customize when needed
- Leverage future Guidewire releases, third-party partnerships, and ongoing innovations

Promoting Digital Engagement with Guidewire Digital Applications

Guidewire Digital™ applications provide real-time, self-service transactional insurance experiences for policyholders, agents and brokers, customer service representatives, and repair vendors—from anywhere and on any device. The applications integrate seamlessly with Guidewire core systems and are tailored to the needs of each end user to facilitate navigation, streamline business processes, and promote customer satisfaction. More than 130 insurers around the globe use Guidewire Digital applications to manage their insurance lifecycles, lower operating costs, and meet and exceed the digital expectations of today's consumers.

About Guidewire Software

Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).