

Customer Experience Automation Using SPLICE Talk™

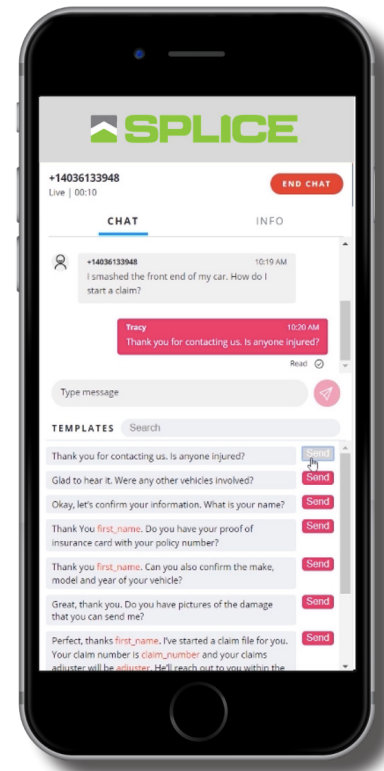
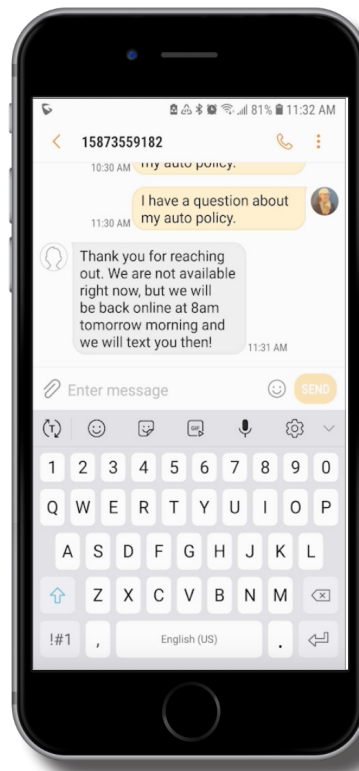
Benefits

- Track key insurance & claims metrics like: contact times, cycle times, and CSAT/NPS scores
- Get up and running quickly with our message templates or create your own
- Pull in policy and claims data to each conversation
- Integrate your existing automated FNOL, claims, or late-payment reminder workflows or let us do it for you
- Streamline your claims process with full photo submission capabilities
- Full Spanish, French, and English language support to take care of ALL your customers
- Internal notifications keep your teams up-to-date on new conversations and updates to existing files
- Bring your data together using APIs to enable transactions, user authentications, and personalized customer engagements

Be There For Your Customers Anytime, All The Time With Two-Way Text & Chat!

Customers want a great experience. The pressure is on for companies to provide a personalized, rich, automated, and seamless journey. A journey that's so frictionless, it's like there is a completely informed and caring individual on the other side the whole time.

With SPLICE Talk™ you can meet your customers where they are — on their mobile device. Your customers want to text you and the Talk™ platform will get you there. Intelligent and customizable AI auto-responses allow you to automate commonly asked questions or support items, so your customers are taken care of. The best part? You can use either your long-code or your short-code — giving you the flexibility you need to provide a fully automated customer experience.



Executive Brief

About SPLICE

The rate of digital transformation has forever changed consumer expectations: better service, faster delivery, and at a lower cost. Businesses must transform to stay relevant and it starts with the customer experience. SPLICE Software's Data-Driven Dialog®, enabling businesses to provide valuable information in a consistent brand voice across multiple platforms (email, voice, text, digital assistants, etc.) to build and strengthen customer relationships.

As a leader in customer experience automation, we're here to help you communicate with your customers the way they want you to. SPLICE provides you with the tools to give your customers a multi-channel experience. With a focus on creating wonderful experiences, we offer the versatility you need to succeed.

We invite you to explore all that SPLICE has to offer - and unleash the power of multi-channel communication with opt-in and opt-out management to keep you and your customers safe.

Go One Step Further And Enable Conversational AI Across Text, Web, WhatsApp, and Facebook Messenger

SPLICE Talk+ is an end-to-end conversational AI solution that combines all of the essential elements you need to become conversationally capable 24/7. Talk+™ allows you to take the conversation one step further. Deploy conversational AI across all of the commonly used mobile channels:



Text



Web Chat



WhatsApp

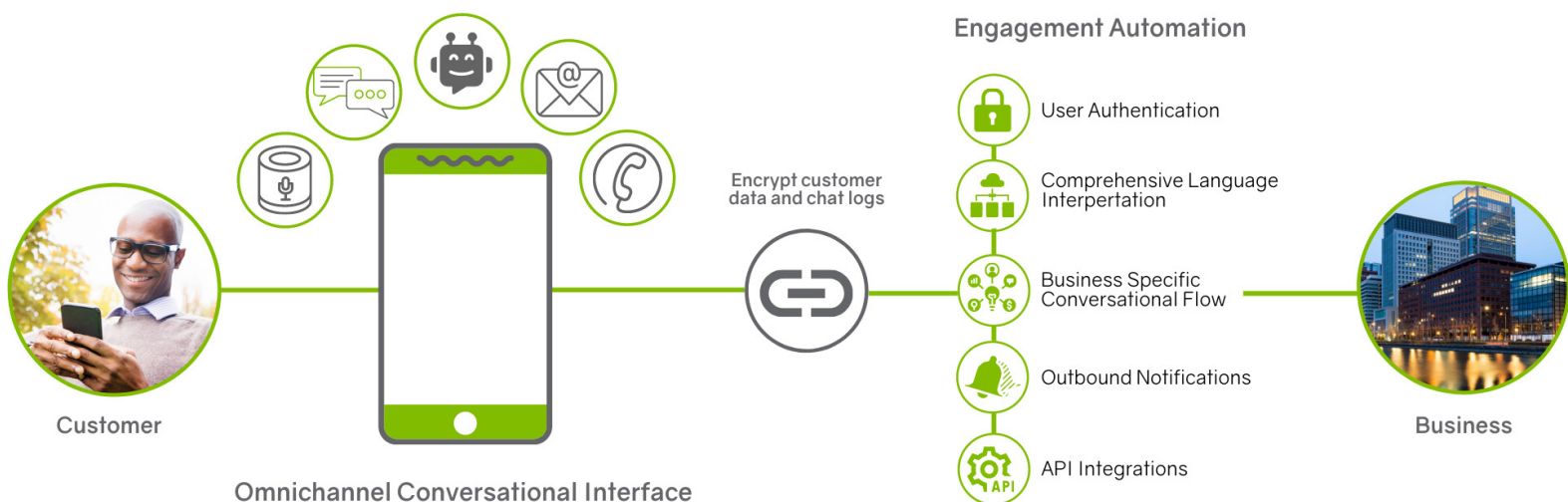


Messenger

Do your customers require hands-on support? Talk+™ provides full context and customer history to agents to better predict, diagnose, and solve problems.

Backed by accessible data and insights, SPLICE Talk™ and Talk+™ emphasize personalization, tone, and quality content. This means your customers receive an on-demand customer experience — even while your team is sleeping.

Being offline isn't an option. Your customers deserve a seamless experience, every time. Discover the benefits of SPLICE Talk™ and Talk+™ and reap the rewards of providing your customers an on-demand experience.



splicesoftware.com | 1.855.777.5423 | sales@splicesoftware.com | [in SPLICE Software](#)



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