



# Omnichannel. Multilingual. Integrated. Modernize Your Claim Journey

Fulfill your brand promise with a seamless, intuitive, tech-enabled experience that builds trust and exceeds claimant expectations.



## First Notice of Loss (FNOL) received via web form or Voice AI.

- Handle unlimited calls with zero hold time.
- Seamlessly scale during CAT events.
- Voice AI responds in empathetic, humanlike manner.
- Web form pre-populates with policy data, and flows structured data to downstream systems, while eliminating manual data entry.



## Automated Claim Triage

- Triage and assign claims according to your rules.
- Set rule-based team alerts with accurate summaries.
- Automate AI workflows (claim number, adjuster assignment, auto-approval and more) to create even greater momentum.



## Automated Mitigation Dispatch

- Automatically dispatch service providers for water mitigation, roadside assistance, roof and fire mitigation, and other time-sensitive claims based on your rules and service thresholds.



## Claimant Status Updates

- Increase satisfaction by proactively communicating and managing expectations.
- Automate omnichannel claim updates.
- Provide claimants a link where they can check claim status anytime, without burdening your team.



## Analytic Insights

- Close all gaps and catch issues before they fall through the cracks, using claim management alerts to flag claims that have not progressed according to your targeted timeframes.
- Fine-tune every stage of your claim journey.



## Easy System Integration

- Liberate seamlessly integrates with other platforms including core systems, claim software, service dispatch platforms, TPA and BPO partners, and fraud mitigation systems.



## Claimant Satisfaction

- Close the claims journey on a positive note.
- Gather feedback and Net Promoter Scores.
- Send thank you communication.

## What else can Liberate do for you?

While these are common claims use cases, the possibilities are unlimited.