



Duck Creek Digital Customer Service powered by Glia

Sell More, Improve Efficiency & Increase Brand Loyalty



Duck Creek has formed a strategic alliance with Glia – a special relationship whereby we resell Glia’s Digital Customer Service software! Our offering, Duck Creek Digital Customer Service powered by Glia seamlessly delivers a complete set of modern digital interaction and digital communication options to existing web-

sites, web portals, and mobile apps. Implementing the platform helps insurers balance the convenience and efficiency of self-service online workflows with just the right amount of human interactivity in a way that’s familiar to today’s consumers.

Some of the world’s leading insurance organizations, banks, and credit unions are using Glia’s high-security platform to transform their online customer experience. As a result, they are seeing vastly higher online application submission levels, higher customer satisfaction scores, and improved customer service efficiencies.

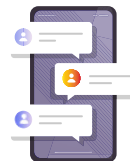
Typical Insurance Use Cases

Our insurance customers can derive value in a number of ways. Here are some:



Driving Online Quote Yield—increase application throughput by guiding customers through online quotes, applications, and calculators to accurate completion

Improve Efficiencies—service policyholders faster and more conveniently by providing support reps with instant visual context into a visitor’s online session



Increase Brand Loyalty—enrich agent relationships by providing tools for instant connection with the right resources, assisting on screen with quoting and other complex processes

1 Enhance Web Interactions

For website, web portal, or mobile app visitors, Duck Creek Digital Customer Service powered by Glia enables customers to seamlessly choose how and when they want to communicate with sales and servicing reps. Start a chat session with a live representative who can co-browse with you, then seamlessly add voice or video to enhance the engagement, all with no downloads, plug-ins, or installations.

2 Enhance Phone Interactions

84% of today’s phone callers are at or near a screen. With Glia’s Call Visualizer, support reps can tie offline phone calls to a policyholder’s or agent’s active web session and then use live observation, cobrowsing, onscreen voice, video, and screen sharing capabilities to drive the ideal customer experience. On average, this solution reduces average hold time (AHT) by 18% while improving the overall customer satisfaction (CSAT) by 20%.

3 Automate Service Responses

Automate answers to your simpler customer inquiries which frees agents/service reps to handle higher-value and more complex customer scenarios. Our conversational AI interface can power chatbots that operate on your sites or portals, servicing customers or agents 24x7.

READY TO TAKE FLIGHT? REQUEST A DEMO

Visit duckcreek.com/request-a-demo to request a meeting to discuss your specific Digital Customer Service use cases and see an interactive platform demo of how the platform would function on your organization's actual website.

Better Serve Your Flock with Glia and Duck Creek Technologies

Our offering can be added to any online solution where you engage with your policyholders or agents, including your online solutions back-ended by the Duck Creek Suite, digital solutions back-ended by a third party, or home-grown applications, stand-alone websites, and mobile applications. Common examples include:

- Public websites (applications, claims, billing)
- Policyholder portal
- Agent portal (quoting, commissions, compliance)
- Mobile policyholder/agent apps

Anywhere Enabled Integrations



About Glia

Glia is reinventing how businesses support their customers in a digital world. Glia's Digital Customer Service (DCS) solution enriches web and mobile experiences with digital communication choices, on-screen collaboration, and AI-enabled assistance. Glia has partnered with over 300 banks, credit unions, insurance companies and other financial institutions worldwide to improve the customer experience and drive business results. Named both a Deloitte Technology Fast 500™ company and a Great Place to Work (with a 97% employee satisfaction rating) for a second year in a row, Glia continues to achieve broad industry recognition and customer service thought leadership including publishing the definitive book on DCS with Wiley. The company has raised over \$150 million in funding from top investors.



Our pre-built, [Glia Anywhere Enabled Integrations \(Policy, Producer\)](#) are available to Duck Creek customers on the Duck Creek Content Exchange. These integrations can be rapidly embedded into Duck Creek Producer and Duck Creek Policy, accelerating **speed to market** and providing a seamless experience for CSRs, customers, and producers.

Key Functionality

- Live observation
- Cobrowsing
- Live chat
- SMS Text/WhatsApp messaging
- Digital audio
- Video
- Screensharing
- Customer surveys
- AI management
- Secure messaging
- Digital phone with IVR

About Duck Creek Technologies

Duck Creek Technologies (Nasdaq: DCT) is a leading provider of core system solutions to the P&C and general insurance industry. By accessing Duck Creek OnDemand, the company's enterprise software-as-a-service solution, insurance carriers are able to navigate uncertainty and capture market opportunities faster than their competitors. Duck Creek's functionally-rich solutions are available on a standalone basis or as a full suite, and all are available via Duck Creek OnDemand. For more information, visit www.duckcreek.com.

Learn More – Scan the QR Code to watch a quick video and access other resources

