SHIFT

Intelligent Decisioning – Turning a Simple Claim Into a Touchless Claim

Even a "simple" claim may contain complexities that force automated systems to escalate, tying up claims adjusters as they work to verify minor details. Here's how intelligent decisioning reduces workloads and creates truly touchless claims.



A rear-end collision.

The Situation

Only two cars involved.

Damages less than £2,500.

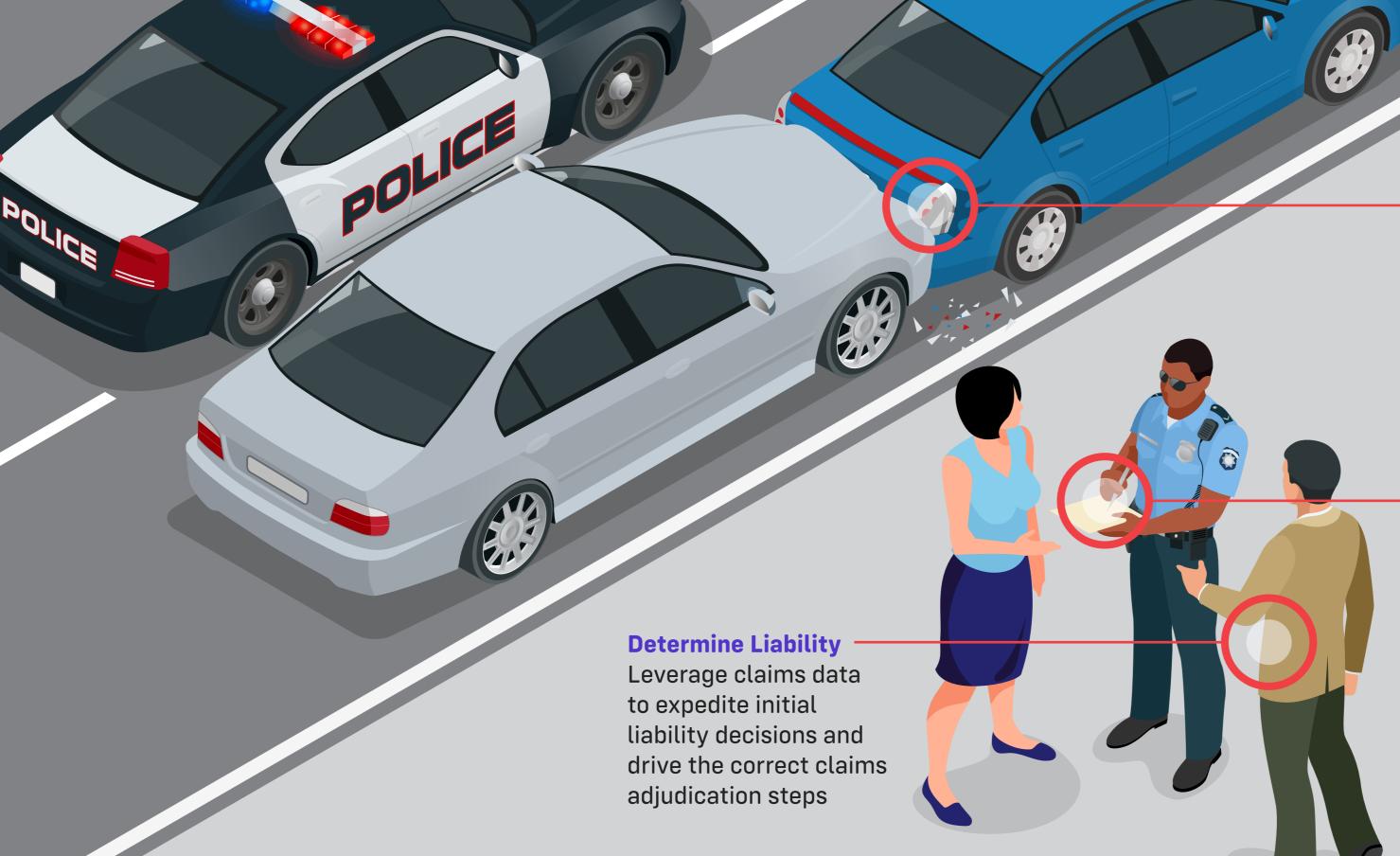
No one is injured.

Repair Estimate

Automatically compare and verify repair estimates against the reported details of a claim

Validate Reporting

Compare details of loss event against provided documentation to triage claim appropriately and accelerate claim processing



Intelligent Decisioning Handles Complexity

Using intelligent decisioning, the Shift AI automatically identifies claims details requiring action, minimizes low value work and helps handlers focus on the greatest areas of impact.



P&C Claims Intake Decisions

automatically validates insurance and contact information of involved parties and assigns claims to the best adjuster to support.



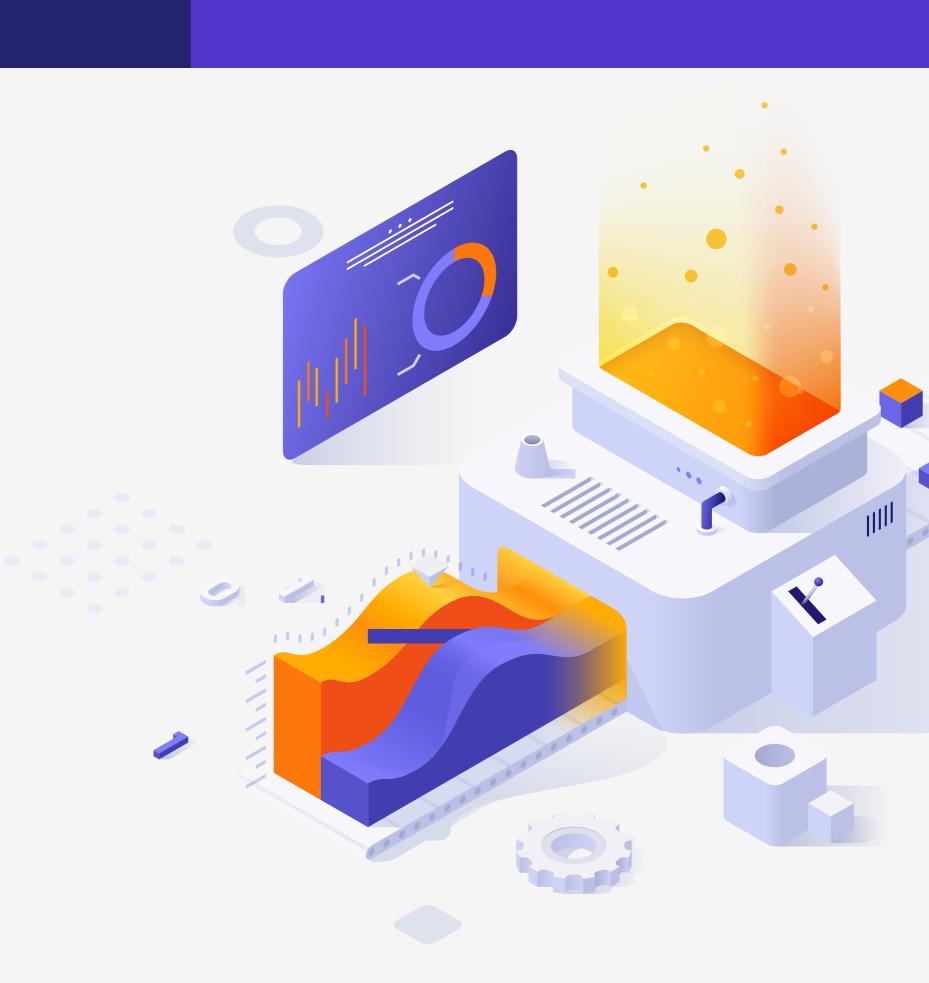
The Shift AI corroborates the reported details of the collision against provided police reports and uses them to verify the correct information.



The P&C Claims Document
Decisions solution is trained
on insurance paperwork and
uses the wider context and
information contained in the
form to correctly tag relevant
details in a repair estimate.

Towards Increasingly Touchless Claims

Even a relatively simple claim can still contain information that requires the attention of an adjuster. With intelligent decisioning, that doesn't have to happen. Shift's AI-powered claims solutions can take actions that go beyond simple automation – verifying details and correcting errors without flagging human attention. This frees up your experienced workforce to focus on more costly, extensive, and complicated claims.





About Shift Technology

Shift Technology delivers AI decisioning solutions to benefit the global insurance industry and its customers. Our products enable insurers to automate and optimize decisions from underwriting to claims, resulting in superior customer experiences, increased operational efficiency, and reduced costs. The future of insurance starts with Decisions Made Better.